DOCUMENT RESUME

ED 413 089 PS 025 949

TITLE	The Handbook of Child and Elder Care Resources.
INSTITUTION	Office of Personnel Management, Washington, DC.
ISBN	ISBN-0-16-049023-5
PUB DATE	1997-06-00
NOTE	120p.
AVAILABLE FROM	U.S. Government Printing Office, Superintendent of Documents, Mail Stop: SSOP, Washington, DC 20402-9328.
PUB TYPE	Guides - Non-Classroom (055) -- Reference Materials - Directories/Catalogs (132)
EDRS PRICE	MF01/PC05 Plus Postage.
DESCRIPTORS	*Adult Day Care; *Day Care; Day Care Centers; Dependents; Elementary Education; Family Day Care; Family Work Relationship; *Federal Government; Federal Programs; Financial Support; *Government Employees; Health Insurance; Legal Responsibility; Long Term Care; *Older Adults; Organizations (Groups); Preschool Education; School Age Day Care; Sick Child Care
IDENTIFIERS	Day Care Licensing; Day Care Quality; *Day Care Selection; *Elder Care; Medicaid; Medicare; Medigap Insurance; Project Head Start

ABSTRACT

Approximately 700,000 Federal employees have children under age 13; at least an equal number of Federal employees are estimated to have concerns about their elderly parents and relatives. This handbook was developed primarily to put government employees in touch with the many free resource organizations and agencies around the country that can help them meet their dependent care needs. It also provides practical tips on how to find quality child care, information about federal personnel programs that can help to balance work and family responsibilities, and places to call for further information on related topics, such as obtaining financial assistance. The handbook is divided into three parts: Child Care, Elder Care, and Work and Family Programs. Part I suggests practical steps to take in finding quality child care, including questions to ask during the initial telephone screening and a checklist of things to observe when visiting child care centers or homes. It also provides a directory of resource and referral services around the country, and a list of federal and national organizations that can help parents learn about quality child care. Part II explains a variety of community resources that are offered around the country to help older adults function independently, and discusses housing options, financial and medical considerations, nursing homes, and home health care agencies. It also provides a short summary of the services provided by federal and national organizations which can help employees meet their elder care needs. The last part provides information on the Office of Personnel Management's (OPM's) Work and Family Program Center and government-wide personnel flexibility; and on programs, policies, and leave options to help employees balance their work and family demands. (Author/EV)

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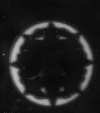
THE HANDBOOK OF CHILD AND ELDER CARE RESOURCES



United States
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Personnel
Management

PS 025949

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INTRODUCTON

Approximately 700,000 Federal employees have children under the age of 13. At least an equal number of Federal employees are estimated to have concerns about their elderly parents and relatives. Balancing the competing demands of work and family is often difficult. We have all experienced, or know someone who has experienced, the challenge of caring for a child or an elderly parent, while also carrying out the responsibilities of a job.

The *Handbook of Child and Elder Care Resources* is intended to introduce you - employers and employees - to a number of organizations and resources that can help you meet that challenge.

This handbook was developed primarily to put employees in touch with the many free resource organizations and agencies around the country that can help you meet dependent care needs. It also provides practical tips on how to find quality child care, information about Federal personnel programs that can help to balance work and family responsibilities, and places to call for further information on related topics, such as obtaining financial assistance.

The U.S. Office of Personnel Management (OPM) is committed to supporting Federal programs that assist employees who are caring for children, disabled adults, and elderly parents and relatives, as well as providing work and family personnel flexibilities that help balance these responsibilities. This handbook is divided into three parts: Child Care, Elder Care, and Work and Family Programs.

The child care part suggests practical steps to take in finding quality child care, including questions to ask during the initial telephone screening and a checklist of things to observe when visiting child care centers or homes. It also provides a directory of resource and/or referral services around the country, and a list of Federal and national organizations that can help parents learn about quality child care.

The elder care part of the handbook explains a variety of community resources that are offered in many communities around the country to help older adults function independently and discusses housing options, financial and medical considerations, nursing homes, and home health care agencies. It also provides a short summary of the services provided by Federal and national organizations which can help employees meet their elder care needs.

The last part provides information on OPM's Work and Family Program Center and Governmentwide personnel flexibilities, programs, policies, and leave options to help employees balance their work and family demands.

For sale by the U.S. Government Printing Office
Superintendent of Documents, Mail Stop: SSOP, Washington, DC 20402-9328
ISBN 0-16-049023-5

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Part I.
CHILD CARE

Choosing child care arrangements is a very personal decision for parents. It is one of the most important decisions a parent can make since the care children receive influences their future development. This section of the handbook describes the types of child care available in most communities, how to find high quality child care, and provides you with resources to use in your search for high quality care. It lists resource and/or referral services around the country that can provide you with information about available child care. It describes Federal and national organizations that can help you learn about quality child care, and provides a bibliography related to finding quality child care. Finally, it gives information about a program that assists low-income parents in obtaining child care.

Section 1:
Types of Child Care

There are three basic types of child care: child care centers, child care homes, and child care in your own home. This section describes these basic types and also outlines some additional child care programs that may be available in your community: before and after school care; vacation and summer programs; sick child/back-up/emergency care; part-day preschool programs and nursery schools; programs for children with special needs; and the Head Start Program.

Child Care Centers

A child care center provides care for groups of children by a staff of caregivers. The staff have some type of early childhood education training. Centers are generally licensed by the State and more centers are earning accreditation through the National Association for the Education of Young Children (NAEYC). Centers are either privately operated for profit by a chain or individual, or operated by non-profit agencies, such as churches, public schools, government agencies, or non-profit vendors. (See the child care appendices for licensing and accreditation, and a listing of State and local agencies that can help you locate child care centers in your area.)

Child Care Homes

A child care home provides care for a small group of children in the caregiver's home. These homes are registered or licensed in most States. More and more homes are becoming accredited by the National Association for Family Day Care (NAFDC). (See the child care appendices for licensing and accreditation, and a listing of State and local agencies that can help you locate child care homes in your area.)

Child Care In Your Own Home

This type of care takes place in your own home. The caregiver may be a babysitter, a professional "nanny" trained to care for young children, a student "au pair" who lives in your home, or another caregiver who has some experience with young children. Parents need to check references carefully. When using in-home care, you become an employer, which requires special considerations. As an employer, you are responsible for Federal Unemployment Insurance and Social Security taxes. In many States you must provide Workers' Compensation and State Unemployment Insurance.

Before and After School Care

There are various options for before and after school care. Programs in your community may be operated by child care centers, recreation centers, churches, and youth organizations, such as Young Men's Christian Association (YMCA), Young Women's Christian Association (YWCA), Boys Clubs of America, Girls Inc., and Camp Fire, Inc. In many communities, schools provide after school care, sometimes called "extended day care" programs. If your school does not currently provide such a program, your school's principal or Parent Teachers Association (PTA) may be aware of parents' associations that are working in

your community to get such programs started or to find other affordable quality options for school-age care. The resource and referral agencies listed in child care appendices will assist you in finding before and after school care. In addition, the School-Age Child Care Project of the Wellesley College Center for Research on Women and Project Home Safe located in Appendix H can provide you with booklets and other information on finding quality school-age care for your child.

Vacation and Summer Programs

Vacation and summer programs are usually for school-age children, although in some areas they are also available for preschool children. These programs provide a variety of activities such as arts and crafts, swimming, drama, and organized sports. Vacation or summer programs are often operated by the local parks and recreation departments, community organizations, and child care centers.

Sick Child/Back-Up/Emergency Care

All children get sick from time to time. Most child care centers have policies about sick children and very few allow children with contagious diseases to attend. Some day care centers set aside space to care for mildly ill children. These centers usually have a nurse on staff or on call. The need for such sick child day care centers has produced many centers opened around the country. To find out if there is a center in your area, contact the National Association of Sick Child Day Care Centers, 804-747-0100.

Caregivers also can get sick. Child care centers generally make arrangements for substitutes when a caregiver is ill; however, if you choose a child care home, you will need to ask if the caregiver has plans for someone to care for your child when the caregiver is sick. It is a good idea to plan for back-up care. When looking for back-up care, you may want to consider child care centers and homes, neighbors, close friends, or local college students. Discuss your needs for back-up care with potential providers beforehand to be sure they will be available when you need them. It is a good idea to complete the necessary documents and decide on any fees before you need the back-up care.

Part-day Preschool Programs and Nursery Schools

Part-day preschool programs and nursery schools are group child care programs which operate less than a full day. These programs are located in a variety of settings, including churches, public schools, and child care centers. State licensing regulations may be different for programs operating less than a full-day schedule. This type of care, generally for children two and a half to five years of age, provides an opportunity for interaction with other children of similar ages. These programs usually follow the same academic year and holiday schedules as the public schools.

Programs for Children with Special Needs

Finding quality child care for children with disabilities can be especially challenging for parents. However, information and assistance is available from national and community organizations and parent groups to make the search easier. One of the organizations that can help parents of special needs children find child care is the National Information Center for Children and Youth with Disabilities (NICHCY). It can send you free of charge two very useful publications, *A Parent's Guide: Accessing Programs for Infants, Toddlers, and Preschoolers with Disabilities* and *A Parent's Guide: Accessing Parent Groups*. NICHCY can also send you a *State Resource Sheet* that lists the addresses and phone numbers of the agencies and organizations in your State that can assist parents of children with disabilities, and a *National Resource Sheet* that lists addresses and phone numbers of the national disabilities organizations and clearinghouses. NICHCY's toll-free phone number is 1-800-695-0285.

It is also important to note that regardless of your child's specific disability, you may always call the local office of any of the national disabilities organizations, such as United Cerebral Palsy Association, National Down Syndrome Society, Muscular Dystrophy Association, Spina Bifida Association of America, and March of Dimes Birth Defects Foundation.

The staff of these and other disability organizations generally know about the services provided in their communities and can usually help parents even if their child has a disability different from the one that is the focus of the organization.

The Americans with Disabilities Act (ADA) covers child care centers and family day care homes. Information about the requirements of the ADA, as well as informal guidance in understanding and complying with the ADA, can be obtained by contacting the U.S. Department of Justice, Public Access Section of the Civil Rights Division, P.O. Box 66738, Washington, DC 20035-6738, 202-514-0301.

Head Start Program

Head Start is a nationwide Federally-funded early childhood program for low-income preschool children, primarily ages three to five. It is designed to provide comprehensive services in preparation for public school. Services include cognitive and language development, medical, dental, mental health, nutritional, and social services. The program places particular emphasis on parental involvement. For information about specific eligibility requirements, contact your local department of social services.

Section 2: Finding Quality Child Care

Matching the needs of your child and your own needs with the child care available is a time-consuming process. It often takes extra time and effort to find high quality care. This section can help you to find high quality care by explaining the role of licensing and accreditation, and describing steps a parent can take in evaluating child care centers or homes prior to selecting one. It suggests questions to ask when you phone ahead to child care centers or homes, offers ideas of what to look for when visiting child care centers or homes, and describes how to monitor the quality of care your child receives while in the center or home you have selected. Especially useful is a checklist that can be copied and brought along on the initial visit to the centers or homes. The checklists can then be used in evaluating your choices after visits to several centers or homes.

Licensing and Accreditation

One means of determining a child care provider's commitment to quality is whether the provider is licensed and accredited (or working toward accreditation). Licensing indicates that minimum standards have been met, whereas accreditation means that the child care provider has gone beyond the minimum standards and is voluntarily striving to achieve high quality care.

Licensing

Most States regulate child care centers by licensing; some States also license child care homes. Licensing includes an on-site visit to assure that basic minimum requirements (for health, safety, and child/staff ratios) have been met and periodic inspections to monitor continued compliance. This may include inspections by the local health department, the fire department, and the licensing agency. Keep in mind, however, that States vary considerably as to the minimum standards allowed. Also, certain categories of child care centers, such as church-sponsored centers and centers in public schools, are legally exempt from licensing in some States. Most of the State licensing offices listed in Appendix A can provide you with information about the specific regulations in your State. A summary of your State's child care regulations can also be obtained from The Children's Foundation, (202) 347-3300 .

Registration is a variation of licensing used by some States for child care homes. Registration relies more heavily on parents as monitors than does traditional licensing. Inspections are not usually required prior to registration, and States vary considerably in the degree to which registered homes are monitored.

Accreditation

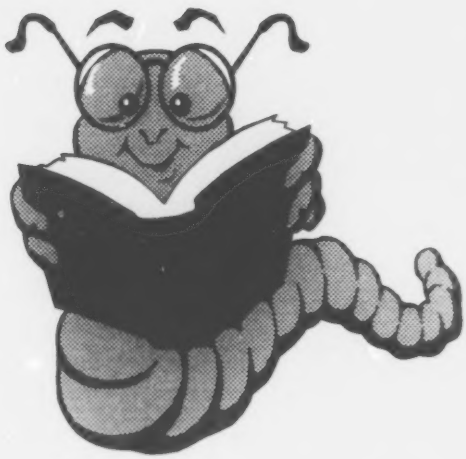
Two organizations accredit child care--one accredits early childhood programs and the other accredits child care homes. The National Academy of Early Childhood Programs (a division of the National Association for the Education of Young Children (NAEYC), accredits early childhood programs, child care centers, pre-schools, kindergartens, and before and after school programs. The National Association for Family Day Care (NAFDC) accredits child care homes. A discussion of each of these organizations follows.

The National Academy of Early Childhood Programs

The National Academy of Early Childhood Programs (a division of the National Association for the Education of Young Children (NAEYC), accredits child care centers that offer high quality services. The accreditation process examines the total child care program; however, emphasis is placed on the quality of interactions among staff and children and the developmental appropriateness of the curriculum--what really happens to the children. Health and safety, staffing, staff qualifications, communication with families, physical environment, administration, and nutrition and food service are all reviewed during accreditation, but primary consideration is given to the nature of the child's experience. Programs must be operational for at least one year before accreditation may be granted. More than 1,000 programs have achieved accreditation and an additional 3,000 programs are in the process of becoming accredited. Write NAEYC, 1834 Connecticut Avenue, NW., Washington, DC 20009 for a list of accredited programs.

The National Association for Family Day Care (NAFDC)

NAFDC accredits family day care homes that offer high quality child care services. Accreditation is granted to those home care providers who not only meet the child care standards defined by State licensing and registration agencies, but also have demonstrated a commitment to reach beyond these minimum requirements to achieve standards of excellence. The dimensions of child care assessed by NAFDC are safety, health, nutrition, interaction between children and care provider, learning environment, outdoor environment, and professional responsibility. Write NAFDC, 1331-A Pennsylvania Avenue, NW., #348, Washington, DC 20004 for a list of accredited homes in your State. Include a self-addressed stamped envelope.



Keep in mind that the accreditation process of the National Association for the Education of Young Children (NAEYC) process began operation in September 1985 and the NAFDC began in June 1988. Therefore, you may wish to ask if and when the child care center/home is accredited.

Section 3: Practical Steps to Take in Finding Quality Care

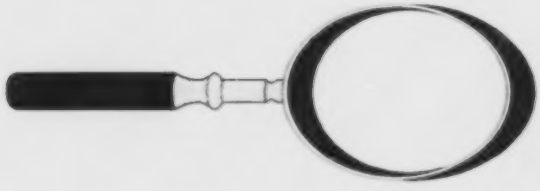
The first step in finding quality care is to identify several child care providers in your area. The agencies listed in Appendix A of the Child Care Part can help you to identify your options. Once you have obtained a list of several centers or homes, you may want to phone them, using the suggested "telephone interview questions" found in Appendix B and Appendix D, to screen out those you are not interested in, and to begin evaluating those you would like to consider further. You will then want to visit several centers and/or homes to decide which is the best situation for your child. Consider the following topics below when making a decision or following up. Consult the appendix for additional information on each topic.

- **TELEPHONE INTERVIEW**
- **ON-SITE INTERVIEW**
- **LOCAL CHILD CARE AGENCY REFERRALS**

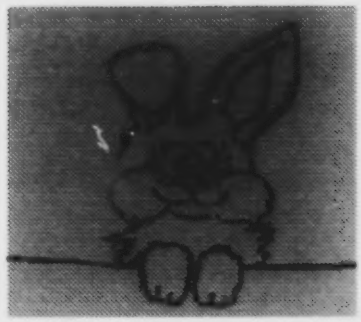
Section 4: Monitoring the Quality of Care Selected

Once you select a child care center or home, you will need to monitor the quality of care your child receives. This can be accomplished when you:

- Involve yourself in your child's program and parent activities.
- Observe your child in the child care setting and discuss any problems as soon as they appear.
- Ask your child what he or she does and how he or she feels about the child care center and/or home. Listen carefully to the responses. Follow up and ask questions when you have concerns.
- Drop in frequently to observe the number of children and caregivers present, whether there is supervision at all times, the conditions of the facility, and the daily activities.
- Communicate with other parents in the program.



CHILD CARE APPENDICES



A. Local Child Care Referral Agencies

B. Staff/Child Ratios at Child Care Centers

C. Telephone Interview Questions for Child Care Centers

D. Telephone Interview Questions for Child Care Homes

E. On-Site Interview

F. Federally Sponsored Day Care Centers

G. Financial Assistance for Low Income Parents

H. Federal and National Child Care Organizations

Appendix A:
Local Child Care Referral Agencies

Many communities around the country have free or low cost services which can help you locate quality child care centers or child care home providers. The listings in this section identify agencies and organizations that can provide you with information about child care providers in your area.

The listings do not include every child care referral service in each State. We have listed only a sampling of child care referral services in those metropolitan areas with more than 1,000 Federal employees. If you live in an area that is not listed, please note the Child Care Aware information below. You also can call the office at the State level (listed at the beginning of most of the State listings) or the child care referral service nearest to your home or workplace for a referral to the appropriate child care organization.

The services offered by the organizations listed vary considerably. Some of the organizations provide only a list of licensed child care centers and/or child care home providers in the caller's area. Other organizations do a computer search to match the specific needs of the caller with child care providers who seem most able to meet those needs. (Keep in mind, however, that resource and referral agencies do not ***recommend*** child care centers or homes.) Some organizations are equipped to provide information about vacancies and waiting lists. Some provide written materials that can help parents in choosing quality care for their children.

All of the organizations listed provide lists of licensed child care centers or home providers ***free of charge*** unless otherwise noted. They are listed alphabetically by State, with the State office (where there is such an office) listed first, followed by the other organizations. This is not intended to be a complete listing of all child care referral agencies in each area, and inclusion in this listing does not constitute an endorsement by the U.S. Office of Personnel Management.

Child Care Aware

Call Child Care Aware if you need to locate the child resource and referral agency in your area.

1-800-424-2246

Monday - Friday
8:00 a.m. - 5:00 p.m.
Central Standard Time

Ask for a free brochure and checklist to help

ALABAMA

Department of Human Resources
Office of Day Care
50 Ripley Street
Montgomery, AL 36130-1801
(334) 242-1425

Calhoun County Department of Human Resources
P.O. Box 1869
1200 Noble Street
Anniston, AL 36202-1869
(205) 231-8100

Jefferson County Department of Human Resources
P.O. Box 11926
Birmingham, AL 35202-1926
(205) 918-5100

Houston County Department of Human Resources
P.O. Box 2027
1605 Ross Clark Cr., SE.
Dothan, AL 36302-2027
(205) 677-0400

Lauderdale County Department of Human Resources
P.O. Box 460
424 Veterans Dr.
Florence, AL 35631-0460
(334) 764-4041

Child Care Management
P.O. Box 18396
Huntsville, AL 35804
(205) 533-5835

Gulf Regional Child Care Management Agency
601 Bel Air Boulevard
Mobile, AL 36606
(205) 450-2122

Family Guidance Center
1230 Perry Hill Road
Montgomery, AL 36109
(334) 244-0774

Child Care Resource Center
3766 Pepperell Parkway
Opelika, AL 36801
(334) 749-8400

Tuscaloosa County Department of Human Resources
P.O. Box 70100
3716 12th Avenue, E.
Tuscaloosa, AL 35407-0100
(205) 554-1100

ALASKA

Family and Youth Services
Anchorage Service Unit-Licensing Unit
550 West 8th Avenue
Suite 201
Anchorage, AK 99501
(907) 276-1450

Child Care Connection
201 Barrow Street
Suite 103
Anchorage, AK 99501-2429
(907) 278-2273
(Provides referral services for a sliding scale fee of $5 to $50 based on income.)

Municipality of Anchorage Health and Human Services
P.O. Box 196650
Anchorage, AK 99519-6650
(907) 343-6730

ARIZONA

Arizona Department of Health Services
Office of Child Day Care Licensing
1647 E. Morten, Suite 230
Phoenix, AZ 85020
(602) 255-1272

Child Care Resource and Referral
1422 North 44th Street
Suite 209
Phoenix, AZ 85008
(602) 244-2678
Toll Free 1-800-932-7490 (In State)

Tucson Association for Child Care, Inc.
1030 N. Alvernon Way
Tucson, AZ 85711
(602) 881-8940

ARKANSAS

Arkansas Child Care Resource Center
101 E. Capitol, Suite 106
Little Rock, AR 72201
(501) 682-4892
Toll Free 1-800-445-3316 (In State)

CALIFORNIA

Community Connection for Child Care
1921 19th Street
Bakersfield, CA 93301
(805) 861-5200

Central Valley Children's Services Network
4962 East University Avenue, #101
Fresno, CA 93727
(209) 456-8195

Child and Family Services
155 N Occidental Blvd.
Los Angeles, CA 90026
(213) 427-2700

Crystal Stairs, Inc.
5105 West Goldleaf Circle
Los Angeles, CA 90056
(213) 299-0199

Community Resources for Children
1732 Jefferson St. #10
Napa, CA 94559
(707) 253-0366

Bananas
5232 Claremont Avenue
Oakland, CA 94618
(510) 658-0381

Child Development Resource and Referral Center
2500 Vineyard Ave., Suite 200
Oxnard, CA 93030
(805) 485-7878
(805) 487-4931

Early Childhood Services Shasta County Office of Education
3200 Adams Lane
Redding, CA 96002
(916) 224-3200

Child Action, Inc.
8795 Folsom Boulevard, Suite 101
Sacramento, CA 95826
(916) 387-0510

Mexican American Opportunity Foundation
622 Alisal St. #5
Salinas, CA 93905
(408) 757-0775
Toll Free 1-800-339-9306

San Bernardino County Superintendent of Schools
Child Development Services
601 North E Street
San Bernardino, CA 92410-3093
(909) 387-3116

YMCA Child Care Resource Service
8787 Complex Dr., #400
San Diego, CA 92123-1401
Toll Free 1-800-481-2151

California Child Care Resource and Referral Network
111 New Montgomery Street, 7th Floor
San Francisco, CA 94105
(415) 882-0234

Children's Council of San Francisco
One 2nd Street, 4th Floor
San Francisco, CA 94105-3407
(415) 243-0700 or
(415) 243-0111

Wu Yee Children Service
777 Stockton Street, Suite 202
San Francisco, CA 94108
(415) 391-8993

4-C Council of Santa Clara County
798 North First Street
San Jose, CA 95112
(408) 998-4900

Marin Child Care Council
555 N. Gate Dr.
San Rafael, CA 94903
(415) 479-2273

Children's Home Society
1950 East 17th Street, Suite 150
Santa Ana, CA 92701
(714) 543-2273

Children's Resource and Referral Program
1124 Castillo Street
Santa Barbara, CA 93101-8988
(805) 962-8988

Children's Resource and Referral Program
518 E. Main St.
Santa Maria, CA 93454
(805) 925-1989

4C's of Sonoma County
396 Tesconi Ct.
Santa Rosa, CA 95401
(707) 544-3084

Family Resource and Referral Center
509 West Weber Ave., Suite 104
Stockton, CA 95203
(209) 948-1553
Toll Free 1-800-526-1555

Children's Home Society of California
670 Joy Way
Yuba City, CA 95993
(916) 673-7503
Toll Free 1-800-552-0400

COLORADO

City of Boulder Children's Services
P.O. Box 791
Boulder, CO 80306
(303) 441-3180

The Work and Family Resource Center
1391 North Speer, Suite 400
Denver, CO 80204
(303) 534-2625

The Women's Center
424 Pine Street, #102
Ft. Collins, CO 80524
(303) 484-1902

The Women's Center of Larimer County
565 North Cleveland
Loveland, CO 80537
(303) 663-2288

CONNECTICUT

Child Care Infoline
United Way of Connecticut
1344 Silas Dene
Rocky Hill, CT 06067
(203) 522-4636

North Central Child Care Infoline for:

Andover/Stafford
(203) 872-2626
Toll Free 1-800-203-1234

Bristol
(203) 584-2244
Toll Free 1-800-505-1000

Hartford
(203) 522-4636

New Britain
(203) 225-4233

East Child Care Infoline for:

74 West Main St.
Norwich, CT 06360
Toll Free 1-800-505-1000

Danielson
(203) 774-7257

Middletown
(203) 346-6691

Norwich/New London
(203) 886-0516

Old Saybrook
(203) 388-9941

Putnam
(203) 928-6577

Willimantic
(203) 456-8886

Northwest Child Care Infoline for:

1525 Hamilton Ave.
Waterbury, CT 06706
Toll Free 1-800-505-1000

Danbury
(203) 778-4636

New Milford
(203) 355-0023

North Canaan
(203) 824-5371

Torrington
(203) 482-9471

Waterbury
(203) 759-2000

South Central Child Care Infoline for:

419 Wahalley Ave.
New Haven, CT 06511
Toll Free 1-800-203-1234

Ansonia
(203) 734-2573

Gilford
(203) 867-4150

Madison
(203) 867-4150

Meriden
(203) 235-7974

New Haven
(203) 867-4150

Southwest Child Care Infoline for:

83 East Ave., Suite 107
Norwalk, CT 06851
Toll Free 1-800-203-1234

Bridgeport
(203) 333-7555

Norwalk
(203) 853-2525

Stamford
(203) 324-1010

DELAWARE

Child Care Connection
3511 Silverside Road
Wilson Building, Suite 100
Wilmington, DE 19810
(302) 479-1660

DISTRICT OF COLUMBIA

Department of Consumer and Regulatory Affairs
614 H Street, NW., Room 1035
Washington, DC 20001
(202) 727-7226

FLORIDA

Florida Child Care Resource and Referral Network
1282 Paul Russell Road
Tallahassee, FL 32301
Toll Free 1-800-423-6786 (In State)

GEORGIA

Georgia Department of Human Resources
Department of Regulatory Services
Child Care Licensing Section
No. 2 Peachtree Street, NW., 20th Floor
Atlanta, GA 30303-3167
(404) 657-5562

Community Connection
850 College Station Road
Athens, GA 30610
(706) 353-1313

Child Care Solution Resource and Referral Service
1447 Peach Tree Street, NE., Suite 700
Atlanta, GA 30309
(404) 885-1585
(Provides referral services for a sliding scale fee of $10 to $50 depending on income.)

HAWAII

People Attentive to Children (Patch)
2850 Paa Street, Suite 130
Honolulu, HI 96819
(808) 839-1988

IDAHO

Department of Health and Welfare
Family and Community Services
P.O. Box 83720
3rd Floor
Boise, ID 83720
(208) 334-5700

Child Care Connections
950 N. Cole Road
Boise, ID 83704
(208) 322-4453
(Provides referral services for a sliding scale fee depending on income.)

ILLINOIS

Illinois Department of Children and Family Services
100 W. Randolph, Suite 6-100
Chicago, IL 60601
(312) 814-5524

Cook County Child Care Resource and Referral Service
4753 N. Broadway, Suite 1200
Chicago, IL 60640
(312) 769-8000
(Provides referral services for a sliding scale fee depending on income.)

Illinois Central College
The Child Care Connection
220-D 1 College Drive
East Peoria, IL 61635
(309) 694-5197
Toll Free 1-800-421-4371
(Provides referral services for a sliding scale fee depending on income.)

YWCA Child Care Resource and Referral Services
739 Roosevelt Road
Building 8, Suite 210
Glen Ellyn, IL 60137
(708) 790-8137
(Provides referral services for a sliding scale fee depending on income.)

YWCA of Rockford
YWCA Child Care Resource and Referral
220 S. Madison St.
Rockford, IL 61104
(815) 966-9791
Toll Free 1-800-872-9780
(Provides referral services for a sliding scale fee depending on income.)

Community Child Care Connection
1004 N. Milton St.
Springfield, IL 62702
(217) 525-2805
Toll Free 1-800-676-2805
(Provides referral services for a sliding scale fee depending on income and family size.)

Child Care Resource Service
University of Illinois
274 Bevier Hall
905 S. Goodwin St.
Urbana, IL 61801
(217) 333-3252
Toll Free 1-800-325-5516
(Provides referral services for a sliding scale fee depending on income.)

BEST COPY AVAILABLE

YWCA of NE Illinois and McHenry Counties - Child Care Resource and Referral Service
2133 Belvedere Road
Waukegan, IL 60085
(708) 662-8670
Toll Free 1-800-244-5376
(Provides referral services for a sliding scale fee depending on income.)

INDIANA

Family & Social Services Administration
Division of Family and Children
402 W. Washington Street, Room W-364
Indianapolis, IN 46204
(317) 232-4469
(Provides a listing of child care providers for a charge of 15 cents per page.)

Child Care of Allen County
2000 Wells Street
Ft. Wayne, IN 46808
(219) 423-1498

Child Care Resource and Referral Program YWCA
4460 Guion Road
Indianapolis, IN 46254
(317) 299-2273

4 C's (Community Coordinated Child Care)
425 N. Michigan Street, Suite 208
South Bend, IN 46601
(219) 289-7815
Toll Free 1-800-524-4533

4-C's for the Wabash Valley
633 Cherry St.
Terre Haute, IN 47807-3121
(812) 232-3952
(Provides referral services for a $15 fee.)

IOWA

Iowa Commission on Children, Youth, and Families
Department of Human Services
5th Floor, Hoover Building
Des Moines, IA 50319
(515) 281-3974

Child Care Resources Center
P.O. Box 789
Cedar Rapids, IA 52406
(319) 366-7632
Toll Free 1-800-332-5289

Community Child Care Resource and Referral Services
2804 Eastern Avenue
Davenport, IA 52803
(319) 324-1302
Toll Free 1-800-369-3778
(Provides referral services for a sliding scale fee of $0 to $30 depending on income.)

Polk County Child Care Resource Center
City View Plaza, Suite H
1200 University
Des Moines, IA 50314
(515) 286-3536

4-C's
202 S. Linn Street
P.O. Box 2876
Iowa City, IA 52244
(319) 338-7684
(Provides referral services for a sliding scale fee of $0 to $12.50 depending on income.)

KANSAS

ERC/Resource and Referral
1002 S.W. Garfield, Suite 109
Topeka, KS 66604
(913) 357-5171

Child Care Association of Wichita/Sedgwich Counties
1069 Parklane Office Park
Wichita, KS 67218
(316) 682-1853

KENTUCKY

Division of Licensing and Regulation
275 E. Main Street
CHR Building, 4th Floor
Frankfort, KY 40621
(502) 564-2800

Child Care Council of Kentucky
880 Sparta Court, Suite 100
Lexington, KY 40504
(606) 254-9176

Community Coordinated Child Care
1215 S. 3rd Street
Louisville, KY 40203
(502) 636-1358

LOUISIANA

Department of Social Services
License Bureau
P.O. Box 3078
Baton Rouge, LA 70821
(504) 922-0015
(Provides referral listing for 25 cents a page.)

Child Care Information, Inc.
P.O. Box 45212, Department 223
Baton Rouge, LA 70895
(504) 293-8523
Toll Free 1-800-762-7929

Agenda For Children
P.O. Box 51837
New Orleans, LA 70151
(504) 586-8509

Child Care Services of NW Louisiana, Inc.
209 Milan, Suite C
Shreveport, LA 71101-7228
(318) 227-1812

MAINE

Department of Human Services
Child and Family Services
State House Station 11
Augusta, ME 04333

Penquis Child Care Services
120 Cleveland Street
Bangor, ME 04401
(207) 941-2843
(Provides referral services for a $5 fee.)

The Child Care Connection
P.O. Box 10480
Portland, ME 04104
(207) 871-7449
(Monday, Wednesday, Friday 10 am - 3 pm)

MARYLAND

LOCATE Child Care
Maryland Committee for Children
608 Water Street
Baltimore, MD 21202
(410) 625-1111
(Provides referral services for a $5 fee.)

Prince George's Child Care
Resource Center
9475 Loftsford Road, Suite 202
Landover, MD 20785
(301) 772-8400

Child Care Connections
332 W. Edmonston Dr.
Rockville, MD 20852
(301) 279-1773
(Provides referral services for a $15 fee.)

MASSACHUSETTS

State Office for Children
One Ashburton Place, 11th Floor
Boston, MA 02108
(617) 727-8900

Child Care Circuit
190 Hampshire Street
Lawrence, MA 01840
(508) 686-4288

Child Care Connection
Family Services of Central Massachusetts
100 Grove Street
Suite 102
Worchester, MA 01605
(508) 757-3880
(Provides referral services for a nominal fee.)

MICHIGAN

Department of Social Services
Child Day Care Licensing Unit
Grand Tower - Suite 1212
P.O. Box 30037
Lansing, MI 48909
(517) 373-8300

Child Care Network
1100 N. Main Street, Suite 201
Ann Arbor, MI 48104
(313) 761-6040

The Child Care Coordinating Council of
Detroit/Wayne Co. Inc.
2751 East Jefferson, Suite 420
Detroit, MI 48207
(313) 259-4411

Michigan 4-C Association
2875 Northwind Drive
Suite 200
East Lansing, MI 48823
(517) 351-4171

Greater Flint/Thumb Area 4-C Association
310 E 3rd Street - 5th Floor
Flint, MI 48502
(810) 232-0145

Kent County Coordinated Child Care
233 E. Fulton Street, Suite 107
Grand Rapids, MI 49503
(616) 451-8281
(Provides enhanced referral for $25.)

Child Care Resource and Referral of Kalamazoo
268 B. Kilgore
Kalamazoo, MI 49001
(616) 349-3296
(One mailing is provided free of charge.)

Office for Young Children
P.O. Box 30161
Lansing, MI 48909
(517) 887-6996

MINNESOTA

Greater Minneapolis Day Care Association
Child Care Resource and Referral Inc.
1628 Elliot Avenue S.
Minneapolis, MN 55404
(612) 341-2066
(Provides referral services for a sliding scale fee of $0 to $35 depending on income.)

Child Care Choices
30 South 6th Avenue
St. Cloud, MN 56301
(612) 251-5081
Toll Free 1-800-288-8549
(Provides referral services for a sliding scale fee of $0 to $35 depending on income.)

Division of Licensing
Department of Human Services
444 Lafayette Road N.
St. Paul, MN 55155-3842
(612) 296-3971

Resources for Child Care, Inc.
450 N. Syndicate, Suite 5
St. Paul, MN 55104
(612) 641-0332
(Provides referral services for a sliding scale fee of $0 to $45 depending on income and family size.)

MISSISSIPPI

State Department of Health
Child Care Facilities Licensing
P.O. Box 1700
Jackson, MS 39215-1700
(601) 960-7613
Toll Free 1-800-737-7613 (In State)

MISSOURI

Boone County Division of Family Services
601 Business 70 West #217
Columbia, MO 65203
(314) 882-9180

Department of Health
Child Care Unit
Central District Health Office
P.O. Box 570
1001-A Southwest Blvd.
Jefferson City, MO 65102-0570
(314) 751-2891

YWCA of Kansas City, Missouri
1000 Charlotte Street
Kansas City, MO 64106
(816) 842-7538

Child Day Care Association
2031 Olive Street
St. Louis, MO 63103
(314) 241-3161
(Provides referral services for $25.)

Dept. Of Health Bureau
Child Care
111 North 7th Street
St. Louis, MO 63101
(314) 340-7210

Council of Churches Resource
and Referral Service
615 N. Glenstone
Springfield, MO 65802-3947
(417) 865-8497

Bureau of Child Care Safety
and Licensure
P.O. Box 777
1414 W. Elsinbale
Springfield, MO 65801-0777
(417) 895-6541

MONTANA

Montana Department of Family Services
P.O. Box 8005
48 N. Last Chance Gulch
Helena, MT 59604
(406) 444-5900

NEBRASKA

Nebraska Department of Social Services
301 Centennial Mall South
P.O. Box 95026
Lincoln, NE 68509-5026
(402) 471-3121

Lincoln/Lancaster County Health Department
Child Care Connection
3140 N. St.
Lincoln, NE 68510
(402) 441-8026

Department of Social Services
1215 South 42nd Street
Omaha, NE 68105
(402) 595-3452

NEVADA

Child Care Licensing Bureau
711 E. 5th Street
Carson City, NV 89710
(702) 687-5911

Privilege License Division
400 East Stewart Avenue
P.O. Box 1900
Las Vegas, NV 89101
(702) 229-6281

Clark County Social Services
1600 Pinto Lane
Las Vegas, NV 89106
(702) 455-3894

Washoe County Social Services
P.O. Box 11130
Reno, NV 89520-0027
(702) 328-2300

NEW HAMPSHIRE

New Hampshire Bureau of Child Care Licensing
6 Hazen Drive
Concord, NH 03301
(603) 271-4624

Family Works Child Services of New Hampshire
99 Hanover Street, Box 448
Manchester, NH 03105
(603) 668-1920
($15 charge for a referral.)

Family Works
500 Amherst Street
Nashua, NH 03063
(603) 889-7189
($15 charge for a referral.)

NEW JERSEY

Tri-County Child Services
10 Washington Street
Bridgeton, NJ 08302
(609) 451-8100

Somerset County
The Child Care Connection, Inc.
PeopleCare Building
120 Finderne Avenue, Suite 105
Bridgewater, NJ 08807
(908) 725-4428

Burlington County Community Action Program
718 S. Route 130
Burlington, NJ 08016
(609) 267-7674

Camden County Division for Children
1300 Admiral Wilson Boulevard
Camden, NJ 08109
(609) 968-4260

United Way of Monmouth County
1415 Wycoff Road
Farmingdale, NJ 07727
(908) 938-2250

Bergen County Department of Human Services
Office for Children
Administration Bldg.
Court Plaza South, Rm. 114 W.
21 Main Street
Hackensack, NJ 07601
(201) 646-3694

Urban League
779 Bergen Ave.
Jersey City, NJ 07306
(201) 420-6360

Ocean County
CHS Child Care
761 River Ave., Suite-B
Lakewood, NJ 08701
(908) 905-6363

Essex County
15 South Monn Ave.,3rd Fl.
East Orange, NJ 07018
(201) 266-5100

City of Newark
Office of Children
110 William Street
Newark, NJ 07102
(201) 242-8369
(201) 733-7976

Sussex County
NORWESCAP, Inc.
100 Sparta Ave.
Newton, NJ 07860
(201) 383-3461

Atlantic County Women's Center
P.O. Box 311
Northfield, NJ 08225
(609) 646-1180

North Jersey 4C's
22 Mill Street, Suite 2200
Patterson, NJ 07501
(201) 684-1904

Warren County
Catholic Charities Child Care Channels
700 Sayre Avenue
Phillipsburg, NJ 08865
(908) 454-2074

Morris County
Children's Services of Morris County, Inc.
855 State Route 10, Suite 114
Randolph, NJ 07869
(201) 927-6060

EIRC/SRCCRC
606 Delsea Drive
Sewell, NJ 08080
(609) 582-8282

The Child Care Connection, Inc.
2425 Pennington Road
Trenton, NJ 08638
(609) 737-3945

Programs for Parents, Inc.
56 Grove Avenue
Verona, NJ 07044
(201) 857-5171

NEW MEXICO

Child Care Licensing Bureau
Children, Youth, and Family Department
P.O. Drawer 5160
Santa Fe, NM 87502-0516
(505) 827-7684

CARINO Child Care Resource and
Referral of the YWCA
7201 Paseo del Norte, NE
Albuquerque, NM 87113
(505) 822-9922

Las Cruces Child Care Resources and Referral
New Mexico State University
30001 Box 3 CUR
Las Cruces, NM 88003-0001
(505) 646-1165

Roswell Child Care Resource and Referral
P.O. Box 3038
Roswell, NM 88202-3038
(505) 622-9000

Child Care Resource and Referral Project
Santa Fe Community College
P.O. Box 4187
Sante Fe, NM 87502-4187
(505) 471-8200

NEW YORK

New York State Child Care Coordinating Council
130 Ontario St.
Albany, NY 12206
(518) 463-8663

Child Development Support Corporation
1213 Fulton Street
Brooklyn, NY 11216
(718) 398-6738

Child Care Coalition of the Niagara Frontier
1160 Main Street
Buffalo, NY 14209
(716) 885-8505

Child Care Council of Suffolk
60 Calvert Avenue
Commack, NY 11725-3228
(516) 462-0303

Day Care Council of Nassau County
54 Washington Street
Hempstead, NY 11550
(516) 358-9250

Capitol District Child Care
Coordinating Council, Inc.
91 Broadway
Menands, NY 12204
(518) 426-7181

Child Care, Inc.
275 Seventh Avenue, 15th Floor
New York, NY 10001
(212) 929-4999

Chinese-American Planning Council
480 Broadway, 2nd Floor
New York, NY 10013
(212) 941-0030/0038

Day Care Council of New York, Inc.
10 E. 34th Street, 6th Floor
New York, NY 10016
(212) 213-2423

Mid-York Child Care Coordinating Council
c/o Cornell Cooperative Extension
Oneida County
121 2nd Street
Oriskany, NY 13424
(315) 736-3394

Dutchess County Child
Development Council, Inc.
70 Ocerocker Rd.
Poughkeepsie, NY 12603
(914) 473-4141

Western NY Child Care Council, Inc.
595 Blossom Rd., Suite 120
Rochester, NY 14610
(716) 654-4720
Toll Free 1-800-743-KIDS (In State)

Schenectady County Child Care Council
c/o Carver Day Care Center
700 Craig Street
Schenectady, NY 12307
(518) 374-8031

Onondaga County Child Care Council
3175 East Tennessee Street
Syracuse, NY 13210
(315) 446-1220

NORTH CAROLINA

Buncombe County Child Development
50 S. French Broad Avenue, Suite 148
Asheville, NC 28801
(704) 255-5725

Child Care Resources, Inc.
700 Kenilworth Avenue
Charlotte, NC 28204
(704) 376-6697

Child Care Information and Referral
United Day Care Services
1200 Arlington Street
Greensboro, NC 27406

Child Care Resource and Referral of
Wake County, Inc.
3901 Barrett Dr., Suite 104
Raleigh, NC 27609
(919) 571-1420

Division of Child Development
P.O. Box 29553
Raleigh, NC 27626-0553
(919) 662-4499

NORTH DAKOTA

Children and Family Services
Department of Human Service State Capitol
600 E. Boulevard Avenue
Bismarck, ND 58505-0268
(701) 328-3580

Tri Valley Opportunity
500 Stanford Road
Grand Forks, ND 58203
Toll Free 1-800-KIDS-ETC
(Provides referral services for a sliding scale fee of $0 to $25 depending on income.)

Lakes and Prairies Child Care Resource
and Referral
715 11th St. N., Suite 402
Moorehead, MN 56561-0919
Toll Free 1-800-452-3646
(Provides referral services for residents of North Dakota for a sliding scale fee of $0 to $20 depending on income.)

OHIO

Child Day Care Licensing Section
65 E. State Street, 5th Floor
Columbus, OH 43266-0423
(614) 466-3822
(There is a $10 charge for a directory that lists child care services state-wide.)

4C's
1225 East McMillian Street
Cincinnati, OH 45206
(513) 221-0033

Starting Point for Child Care and Early Education
3135 Euclid Avenue, Suite #200
Cleveland, OH 44115
(216) 431-1818

Action for Children
78 Jefferson Avenue
Columbus, OH 43215
(614) 224-0222

Child Care Clearinghouse
414 Valley Street
Dayton, OH 45404
(513) 461-0600

YW Child Care Connections
1018 Jefferson Avenue
Toledo, OH 43624
(419) 255-5519
(Provides referral services for a sliding scale fee of $0 to $25 depending on income.)

OKLAHOMA

Office of Child Care
Department of Human Services
P.O. Box 25352
Oklahoma City, OK 73125
(405) 521-3561

Child Care Connection
3024 Paseo Drive
Oklahoma City, OK 73103
(405) 525-3111

OREGON

Metro A.M.A. Family Day and Night Care
P.O. Box 11243
Portland, OR 97211
(503) 285-0493

Child Care Information Service
3533 Sairziew Industrial Drive
Salem, OR 97302
(503) 585-2491
Toll Free 1-800-289-5533
(Provides referral services for residents of Marion, Polk and Yamhill counties.)

Oregon Child Care Network
1900 Front Street, NE
Salem, OR 97303
Toll Free 1-800-342-6712
(Puts caller in touch with resource and referral services in any part of the state.)

PENNSYLVANIA

Department of Public Welfare
Central Region Daycare
DPW Complex 2
Lanco Lodge Building 25
Harrisburg, PA 17105
(717) 772-7078
Toll Free 1-800-222-2117

Hollidaysburg Community Service Center
P.O. Box 319
Hollidaysburg, PA 16648
(814) 695-5616

Department of Public Welfare
Southeast Region Day Care
502 State Office Building
1400 Spring Garden Street
Philadelphia, PA 19130-4088
(215) 560-2541
Toll Free 1-800-346-2929

Department of Public Welfare
Western Region Day Care
701 State Office Building
300 Liberty Ave.
Pittsburgh, PA 15222
(412) 565-5175
Toll Free 1-800-222-2149

Department of Public Welfare
NE Region Day Care
339 State Office Bldg.
100 Lackawanna Avenue
Scranton, PA 18503
(717) 963-4371
Toll Free 1-800-222-2108

Selinsgrove Community Service Center
P.O. Box 500
Selinsgrove, PA 17870
(717) 374-2675

RHODE ISLAND

Day Care Licensing
Department for Children, Youth, and Families
610 Mt. Pleasant Avenue
Providence, RI 02908
(401) 277-4741

Options for Working Parents
30 Exchange Terrace
Providence, RI 02903
(401) 272-7510

SOUTH CAROLINA

Department of Social Services
Day Care Licensing Unit
P.O. Box 1520
Columbia, SC 29202
(803) 734-5740

Department of Social Services
Day Care Licensing Unit
776 N. Jeffries Boulevard, Suite F
Walterboro, SC 29488
(803) 549-5508

SOUTH DAKOTA

Department of Social Services
Office of Child Protection
510 North Campbell St.
P.O. Box 2440
Rapid City, SD 57701
(605) 394-2434

Department of Social Services
Office of Child Protection
300 East 6th Street
Sioux Falls, SD 57102-0490
(605) 367-5460

TENNESSEE

Department of Human Services
Child Care Resource and Referral Services
400 Deaderick Street
Nashville, TN 37248-9810
(615) 313-4820 (Davis County residents)
Toll Free 1-800-462-8261 (for other residents)

TEXAS

Texas Department of Protective and Regulatory Services
P.O. Box 149030
Austin, TX 78714-9030
(512) 438-4800

Texas Department of Protective and Regulatory Services
6200 I-40 West
Amarillo, TX 79116-3700
(806) 354-5327

Texas Department of Protective and Regulatory Services
2621 Avenue E East, Suite 200
Arlington, TX 76011
(817) 640-9600

Texas Department of Protective and Regulatory Services
1111 W. Ledbetter, Suite 400
Dallas, TX 75224
(214) 951-7902

Texas Department of Protective and Regulatory Services
P.O. Box 16017
Mail Code 175-6
Houston, TX 77222-6017
(713) 767-2600

Texas Department of Protective and Regulatory Services
12500 San Pedro
San Antonio, TX 78216
(210) 333-2004

UTAH

Department of Community and Economic Development
Governor's Office of Child Care
324 South State, Suite 230
Salt Lake City, UT 84111
(801) 538-8733

VERMONT

Department of Social and Rehabilitation Services
Division of Licensing and Regulation
Children's Day Care Unit
103 South Main Street
Waterbury, VT 05671-2401
(802) 241-2158

Child Care Resource and Referral Center
of Chittenden County
28 Commerce Street
Williston, VT 05495
(802) 863-3367

VIRGINIA

Alexandria Office for Early Childhood Development
2525 Mt. Vernon Avenue
Alexandria, VA 22301
(703) 838-0874

Arlington Child Care Office
1801 North George Mason Drive
Arlington, VA 22207
(703) 358-5101

Office for Children, Youth, and Family Services
116 W. Jefferson Street
Charlottesville, VA 22902
(804) 977-4260
Toll Free 1-800-488-4260

Montgomery County Department of Social Services
P.O. Drawer Box 789
Christiansburg, VA 24073
(703) 382-6990

Child Care Resource System
Fairfax County Office for Children
3701 Pender Drive
Fairfax, VA 22030
(703) 359-5860

Falls Church Department of Housing
and Human Services
300 Park Avenue
Falls Church, VA 22046
(703) 241-5005

Loudoun County Department of Social Services
102 Heritage Way NE
Suite 200
Leesburg, VA 22075
(703) 777-0353

City of Manassas Department of Social Services
8955 Center Street
Manassas, VA 22110
(703) 361-8277 or
(703) 631-0499

The Planning Council
130 West Plume Street
Norfolk, VA 23510
(804) 627-3993

Council of Community Services
P.O. Box 598
Roanoke, VA 24004
(703) 982-2345
Toll Free 1-800-354-3388 (outside Roanoke)

WASHINGTON

Child Care Resources
15015 Main Street, Suite 206
Bellevue, WA 98007
(206) 461-3207

Benton-Franklin Community Action Committee
720 West Court, 2nd Floor
Pasco, WA 99301
(509) 547-1718

Family Care Resources
525 East Mission Ave.
Spokane, WA 99202
(509) 482-0996
(Provides referral services for a sliding scale fee of $5 to $25 depending on income.)

Tacoma-Pierce County Child Care
Resource and Referral Service
747 Market Street
10th Floor, Rm. 1036
Tacoma, WA 98402
(206) 591-2025

Resource and Referral Network
917 Pacific Ave., Suite 301
Tacoma, WA 98402-4421
(206) 383-1735
Toll Free 1-800-446-1114

Child Care Resource Referral
1313 NE 134th Street
Vancouver, WA 98685
Toll Free 1-800-845-0956

Catholic Family and Child Care Services
Child Care Resource and Referral
5301 - C Tieton Drive
Yakima, WA 98908
(509) 965-7109

WEST VIRGINIA

Central Child Care of West Virginia
1204 Virginia St., East
Charleston, WV 25301
(304) 340-3667

Department of Health and Human Resources
Bureau of Social Services
4198 Washington Street West
Charleston, WV 25313
(304) 558-4098

Department of Health and Human Resources
Day Care Center
3135 16th Street Road
Huntington, WV 25701
(304) 528-5800

Department of Health and Human Services
P.O. Box 108
Parkersburg, WV 26102
(304) 485-8461

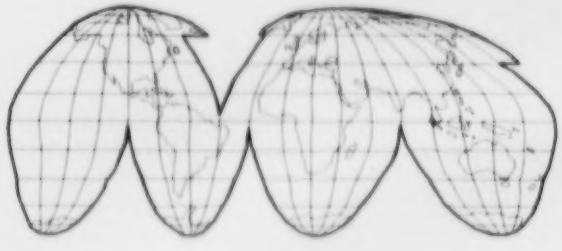
WISCONSIN

Child Care Information and Referral
1545 East Broadway Dr.
Appleton, WI 54915
(414) 734-0966

Community Coordinated Child Care of Dane County
3200 Monroe Street
Madison, WI 53711
(Provides referral services for a sliding scale fee of $0 to $15 depending on income.)

Community Coordinated Child Care of Milwaukee, Ozaukee, Washington, Waukeesha Counties
116 East Pleasant St.
Lower Level
Milwaukee, WI 53212
(414) 562-2676
(Provides referral services for a sliding scale fee of $0 to $35 depending on income.)

Child Care Resource and Referral
683 N. Main St., Suite-F
P.O. Box 1100
Oshkosh, WI 54902
(414) 426-8920
Toll Free 1-800-316-8884
(Provides referral services for a sliding scale fee of $0 to $25 depending on income.)



Appendix B: Staff/Child Ratios at Child Care Centers*

The National Association for the Education of Young Children provides the following guidelines for staff/child ratios at child care centers. To the extent possible, the care you choose should follow these guidelines.

For **infants** (birth-12 months), a group of six infants should be supervised by one teacher for every three infants (1:3). Eight infants is the maximum number of infants recommended and should be cared for by one caregiver for every four children (1:4). A group of six **toddlers** (12-24 months) should have one instructor for every three toddlers (1:3); for a group of eight, one instructor for every four children (1:4); for a group of 10, one instructor for every five children (1:5); and for a group of 12, one instructor for every four children (1:4).

For **two year olds** (24-30 months), a group of eight children should be supervised by one teacher for every four children (1:4); for a group of 10 children, one teacher for every five children (1:5); and for a group of 12 children, one teacher for every six children (1:6). A group of ten **2 1/2-year olds** (30-36 months) should have one instructor for every five children (1:5); for a group of 12, one instructor for every six children (1:6); and for a group 14, one instructor for every seven children (1:7).

For **three-year olds**, a group of 14 children should be supervised by one instructor for every seven children (1:7); a group of 16 children by one instructor for every eight children (1:8); a group of 18 children by one instructor for every nine children (1:9); and a group of 20 children by one instructor for every ten children (1:10). It is recommended that **four-year olds** have one instructor for every eight children (1:8) in a group of 16; one instructor for every nine children in a group of 18 (1:9); and one instructor for every 10 children in a group of 20 (1:10).

A group of 16 **five-year olds** should be supervised by one teacher for every eight children (1:8); a group of 18 children by one teacher for every nine children (1:9); and a group of 20 children by one teacher for every ten children (1:10). In the **6-to 8-year old** age bracket, a group of 20 children should be supervised by one teacher for every 10 children (1:10); a group of 22 by one teacher for every 11 children (1:11); and a group of 24 children by one instructor for every 12 children (1:12).

For **9-to 12-year olds,** 24 children should be supervised by one instructor for every 12 children (1:12) and 28 children by one instructor for every 14 children (1:14).

Recommended staff/child ratios within group size.

	Group Size										
Age of Children	**6**	**8**	**10**	**12**	**14**	**16**	**18**	**20**	**22**	**24**	**28**
Infants (birth to 12 mos.)	1:3	1:4									
Toddlers (12 to 24 mos.)	1:3	1:4	1:5	1:4							
2-year-olds (24 to 30 mos.)		1:4	1:5	1:6							
2 1/2-year-olds (30 to 36 mos.)			1:5	1:6	1:7						
3 -year-olds					1:7	1:8	1:9	1:10			
4-year-olds						1:8	1:9	1:10			
5-year-olds						1:8	1:9	1:10			
6 to 8 year-olds								1:10	1:11	1:12	
9 to 12 year-olds										1:12	1:14

*Smaller group sizes and lower staff-child ratios have been found to be strong predictors of compliance with indicators of quality such as positive interactions among staff and children and developmentally appropriate curriculum. Variations in group sizes and ratios are acceptable in cases where the program demonstrates a very high level of compliance with criteria for interactions, curriculum, staff qualifications, health and safety, and physical environment.

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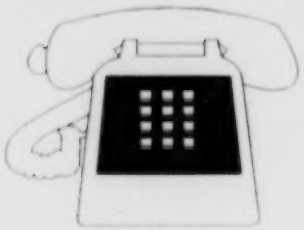
Appendix C:
Telephone Interview Questions for Child Care Centers



The telephone interview questions provided below can help you to screen the child care centers/homes. There are separate questions for centers and homes. They can help you determine whether the provider's services meet your needs and your child's needs, and also help you reduce the amount of time spent actually visiting the child care providers. Before beginning your telephone interviews, you may want to make a few copies of these forms and have them available when calling the centers/homes on your list.

Name of center: _____ Phone number: _____
Name of person answering the questions: _____
Address: _____

Tell the person answering the phone your name and the age of the child needing care. Ask if he or she has time to answer a few questions. If not, ask when it would be a good time to call back.

1. Do you have any openings? _____
   If not, do you anticipate having openings in the near future? _____

2. Is the center licensed? ____ By whom? _____

3. Is the center accredited? _____
   If not, does the center plan to pursue accreditation? _____

4. What is the cost per week? $ _____
   What does this include? (e.g., snacks, meals, diapers) _____

5. Are there any extra costs? _____

6. Is transportation available? ___ To and from what locations? _____

7. What days and hours is care available? _____

8. Does the center close for vacations, holidays, staff training, or other reasons? _____
   _____

9. Is sick care available? _____
   What are the policies regarding sick children? _____

10. How many children in each group? _____

11. How many caregivers for each group? _____
    (See Appendix B for recommended staff/child ratios) _____

12. What is the total number of caregivers in the center? _____

13. How many caregivers have left the center during the past year? _____

14. What are the education and training requirements for the caregivers? _____

15. What meals are served? _____

16. Is there a safe outside play area? _____

17. What are some sample activities that my child would be involved in? _____

18. How does the center communicate the curriculum to the parents? _____

19. Is there a weekly and/or daily written plan available to parents? _____

20. Does the center provide written policies? _____

21. Are parents permitted to visit their children unannounced at any time during the day? _____

Add other questions you may have: _____

_____

_____

If the basic information sounds like it will meet your needs, ask when you can visit. Be sure to make your appointment for a time the children will be present.

Sounds O.K. _____ Maybe _____ Not for me _____

Date and time for visit _____

Directions _____

_____

_____

Appendix D:
Telephone Interview Questions for Child Care Homes

Name of caregiver: _____ Phone number: _____
Address: _____

Tell the caregiver your name and the age of the child needing care. Ask if he or she has time to answer a few questions. If not, ask when it would be a good time to call back.

1. Do you have any openings? _____
   If not, do you anticipate having openings in the near future? _____

2. Is your home licensed? _____ By whom? _____

3. Is your home accredited? _____
   If not, do you plan to pursue accreditation? _____

4. What is the cost? $ _____
   What does this include? (e.g., snacks, meals, diapers) _____

   Are there any extra costs? _____

5. What days and hours is care available? _____

6. If you are sick or on vacation, are there provisions for backup care? _____

7. What do you do when a child is sick? _____

8. How many other children are cared for in your home? _____
   (See Appendix B for recommended staff/child ratios)

9. What meals are served? _____

10. Is there a safe outside play area? _____

11. What are some sample activities that my child would be involved in? _____

12. Are parents permitted to visit unannounced any time during the day? _____

    Add other questions you may have: _____

If the basic information sounds like it will meet your needs, ask when you can visit. Be sure to make your appointment for a time the children will be present.

Sounds O.K. _____ Maybe _____ Not for me _____
Date and time for visit _____
Directions _____

Appendix E:
On-Site Interview

The on-site visit will allow you to make your final decision. It is best to visit several different child care sites to give you a basis for comparison. Start with the providers who interested you most after your telephone interviews. Be sure to allow enough time for a thorough visit. You may wish to use the following points, as well as the checklist that follows, to observe and evaluate the child care centers/homes. You may want to make a few copies of the checklist and take them along when visiting the centers/homes.

- Schedule a time to visit when the program is "in session" and the children are awake. Avoid the early afternoon hours when most children are napping.
- In two parent homes, both parents should try to visit.
- Avoid asking questions that tell the provider what you want to hear such as "You always hold babies when you feed them, don't you?" Instead, ask open-ended questions such as "How do you feed the babies?"
- If you are able to see children arriving for the day or leaving at the end of the day, you can see how other parents and the staff relate to each other. You will also be able to see how other children feel about coming to the center/home and leaving.

ON-SITE INTERVIEW CHECKLIST

Center/Home Provider: _____ Phone number: _____

Address: _____

How does it LOOK?

1. Is it clean, colorful, and in good repair?
2. Is there a safe outside place to play?
3. Is it "child proof"?
   Medicines and cleaning supplies are out of reach.
   The fire evacuation plan is satisfactory.
   Electrical outlets are covered or above children's reach.
4. Are there different areas for each activity and are you satisfied with the amount of space for each?
5. Are there at least 35 square feet per child of usable playroom floor space inside and at least 75 square feet per child of outside play space?
6. Are there sufficient number and variety of toys that will appeal to your child and that are in good condition?
7. Are the meals nutritious? Do they include foods your child will eat? (Ask to see a weekly menu.)

How does it SOUND?

1. Do the children's voices sound happy and are they at a reasonable noise level?
2. Are the caregivers' voices calm and caring?
3. Is there children's music or singing at some time during the day?

The STAFF:

1. Are the caregivers actively involved with the children, not talking to each other, doing paperwork, or "chores"?
2. Are good health habits followed (hand washing, diaper changing)?
3. Are the parents encouraged to make unscheduled visits?
4. Do the caregivers establish rules that children can follow?
5. Do the caregivers spend time holding and talking to the children?
6. Are the caregivers warm and friendly toward the children?
7. Do the caregivers treat each child as an individual?
8. Is there a schedule of activities posted?
9. Is the discipline fair and consistent ***without*** yelling or hitting?
10. Are the children supervised at all times?
11. Do the caregivers talk to the children frequently, pleasantly, and in a way the children can understand?

The CHILDREN:

1. Do the children seem to be comfortable, happy, and enjoying themselves?
2. Are the children encouraged to be independent, allowed to "do it myself"?
3. Is there a balanced schedule that includes active and quiet times, group and individual times, and indoor and outdoor play?
4. Are the children comforted when needed?
5. Are the children actively engaged in a variety of "hands-on" activities appropriate to their age and interests?
6. Are the children allowed to make choices among a variety of activities and learning opportunities?

How do YOU Feel?

1. Do you feel your child will be well cared for?
2. Do you feel the home/center is safe and cheerful?
3. Do you feel your child can learn here?
4. Would you feel comfortable leaving your child here?
5. Would you feel comfortable calling or visiting unannounced at any time?
6. Would you feel comfortable talking and working with the caregivers?

If, after the visit, you are considering sending your child to this center or home, ask for several references, preferably parents of children already participating. You will want to contact these parents and ask them about their experiences with the center/home.

Appendix F: Federally Sponsored Day Care Centers

Many Federal agencies sponsor on-site child care centers for their employees. Agencies are authorized by 40 U.S.C. 490(b) to provide, free of charge for rent or services, space for child care centers on the conditions that: (1) space is available; (2) child care services will be provided to a group of individuals of whom at least 50 percent of the children enrolled in the center have one parent or legal guardian who is a Federal employee; and (3) priority for available child care services will be given to Federal employees.

Approximately 800 child care centers are sponsored by Department of Defense (DoD), mostly on military installations. Contact DoD's Office of Family Policy, Support, and Services at (703) 697-7191 for information about these centers.

More than 200 child care centers are sponsored by other Federal Government agencies. These centers are listed below alphabetically by State. Those marked with an asterisk are in Federal buildings that are controlled by the General Services Administration (GSA). See Appendix H for a description of GSA's role in Federal child care and a listing of GSA Regional Coordinators.

ALABAMA

Marshall Child Development Center (NASA)
P.O. Box 938, Bldg. 4494
Marshall Space Flight Center, AL 35812
(205) 544-8609

Child Educare, Inc. -VA Medical Center
3701 Loop Road
Tuscaloosa, AL 35404
(205) 554-2939

ALASKA

*Tundra Tykes Child Care
Federal Building and U.S. Courthouse
545 East 5th Avenue
Anchorage, AK 99501
(907) 276-8953

Kodiak Bears Child Development Center
U.S. Coast Guard Support Center
P.O. Box 195091
Bldg N-41 Mary Island Way
Kodiak, AK 99619-5091
(907) 487-5482

*Gold Creek Play 'n Learn
Federal Building
709 W. 9th Street
Juneau, AK 99802
(907) 586-7529

ARIZONA

Trudeau Child Development Center/YMCA
VA Medical Center
1601 S. 6th Avenue
Tucson, AZ 85723
(602) 792-1450 Ext. 5388

CALIFORNIA

Judy Janisse Child Development Center
NASA Dryden Flight Research Facility
P.O. Box 2073, B4850
Edwards, CA 93523
(805) 258-2883

Tot's Landing Child Development Center (FAA)
5125 Central Avenue
Fremont, CA 94536
(510) 713-8713

Smokey Kids
Placerville Range Station
4260 Eight Mile Road
Camino, CA 95709
(916) 647-2327

Sequoia National Forest
Cannell Meadow Ranger District 1010
11380 Kernville Road
Kernville, CA 93238
(619) 376-6710

Child Educational Center (NASA)
Jet Propulsion Laboratory
140 Foothill Boulevard
LaCanada, CA 91011
(818) 354-3418

*Ziggurate Child Development Center
Chet Hollifield Federal Building
24000 Avila Road
Laguna Niguel, CA 92656
(714) 360-2004

Seaside Child Development Center
VA Medical Center
5901 East Seventh Street
Long Beach, CA 90822
(310) 597-3592

*Harry Pregerson Child Care Center
Roybal Federal Building
255 East Temple Street
Los Angeles, CA 90012
(213) 894-1556

Lassen National Forest
Hat Creek Ranger District
P O Box 12
McArthur, CA 96056
(916) 336-6897

Cherub Child Care Center
VA Outpatient Clinic
853 Center Avenue
Martinez, CA 94553
(510) 228-5800

*GEO Kids
US Geological Survey
345 Middlefield Road
Menlo Park, CA 94025
(415) 329-4234

Ames Child Care Center
NASA Ames Research Center
Mail Stop T-20-D
Moffett Field, CA 94035-1000
(415) 604-4184

Two Rock Child Development Center
U.S. Coast Guard Training Center
Petaluma, CA 94952-5000
(707) 765-7334

*Cottage Kids Children's Center
Federal Building
2800 Cottage Way
Sacramento, CA 95825
(916) 971-4134

Rainbows End Children's Center
Six Rivers National Forest
Lower Trinity Ranger District
Salyer, CA 95563
(916) 629-3237

Cheryl Andersen-Sorensen Child Care Center
VA Medical Center
4150 Clement Street
San Francisco, CA 94121
(415) 751-8511

Rocking "K" Children's Center
Klamath National Forest
1030 S. Main Street
Yreka, CA 96097
(916) 842-2901

Integrated Support Command Alameda CDC
Bldg. 2, Hudson & Eagle Streets
Coast Guard Island
Alameda, CA 94501-5100
(510) 437-2740

Just Plane Kids
2555 E. Ave. P
Palmore, CA 93550
(805) 265-8231

SCT Child Center
PO Box 261518
San Diego, CA 92196
(619) 538-1008

The Whistle Stop Child Development Center
VA Medical Center
Palo Alto, CA 94304
(415) 852-3497

*Hawthorne Childcare Center
95 Hawthorne Street
San Francisco, CA 94105
(415) 882-9157

*Little Aviators Child Development Center
15000 Aviation Blvd.
Hawthorne, CA 90261
(301) 536-2905/2906

COLORADO

*Clever Kids Learning Center
Federal Building/Colonnade Center
1244 Speer Boulevard, #170
Denver, CO 80204
(303) 844-2428

*Custom House Children's Center
Federal Building/Custom House
721 19th Street, Rm. B65
Denver, CO 80204
(303) 844-6514

*Clever Kids Learning Center
Denver Federal Center, Bldg. 64
P.O. Box 25466
Denver, CO 80225
(303) 232-7638

*Advantage Learning Center
155 Van Gordon Street
Lakewood, CO 80226
(303) 914-5482

Junior Jets (FAA/DOT)
2176 17th Ave
Longmont, CO 80501
(303) 682-2543

CONNECTICUT

Coast Guard Academy Child Development Center
18 Farnsworth Street
New London, CT 0630-4195
(806) 443-2401

*Small Wonders
William R. Cotter Federal Building
135 High Street
Hartford, CT 06103
(203) 525-8798

DELAWARE

Employee Association Child Care Center
VA Medical Center
601 Kirkwood Highway
Wilmington, DE 19805
(302) 633-5358

DISTRICT OF COLUMBIA

*Commerce Kids
Department of Commerce Child Care Center
Herbert Clark Hoover Building
15th and Pennsylvania Avenue, NW.
Washington, DC 20230
(202) 482-3224

*DOL Child Development Center
200 Constitution Avenue, NW., Rm 1453
Washington, DC 20210
(202) 219-8553

*DOT Day Care Center, Inc.
800 Independence Avenue, SW.
Washington, DC 20591
(202) 267-7672

*Early Environments Child Development Center
Environmental Protection Agency
401 M Street, SW
Washington, DC 20460
(202) 260-7290

*Energy Child Development Center
Department of Energy
Forrestal Building
1000 Independence Avenue, SW
Washington, DC 20585
(202) 586-6800

*Fingerprints Child Development Center
General Services Administration
18th and F Streets, NW., Room 1028
Washington, DC 20405
(202) 501-1945

*FTC Child Care Center
Federal Trade Commission
6th and Pennsylvania Avenue, NW., Room 136
Washington, DC 20580
(202) 326-2088

*HHS Child Development Center
Department of Health and Human Services
200 Independence Avenue, SW., Room 100 F
Washington, DC 20201
(202) 488-3362

*Just Us Kids
Department of Justice
625 Indiana Avenue, NW
Washington, DC 20004
(202) 219-3200

* USDA Child Development Center
Department of Agriculture
Auditor's Building
201 14th Street, SW
Washington, DC 20250
(202) 205-1133

*FERC Child Development Center -Bright Horison
888 First St., NE
Washington, DC 20426
(202) 208-0610

*National Office Child Development Center
IRS Building
1111 Constitution Avenue, NW.
Washington, DC 20224
(202) 622-4340/8672

*Our Kids Inc.
U.S Coast Guard/DOT
Transport Building
c/o Commandant (G-CAS-2)
2100 2nd Street, SW.
Washington, DC 20593
(202) 267-6075

*The Owl School
Department of Education/GSA
7th & D St., SW, Room 1620
Washington, DC 20407
(202) 401-0466

Smithsonian Early Enrichment Center
900 Jefferson Drive, SW
Washington, DC 20560
(202)357-4079

Smithsonian Early Enrichment Center
National Museum of American History
14th and Constitution, NW.
Washington, DC 20560
(202) 357-4079 (infants and toddlers)
(202) 786-2531 (ages 3-5)

*US Kids Child Development Center
Combined Federal Agencies
1425 New York Avenue, NW.
Washington, DC 20005
(202) 233-4623

*Creative Child Development Center
Department of Housing and Urban Development
451 7th Street, SW
Room B-278
Washington, DC 20410
(202) 708-1935

*Prodigy Child Development Center
Department of State
2401 E Street, NW, Room L105
Washington, DC 20522-0101
(202) 663-3555

Bank Board Small Savers CCC
1700 G Street, NW
Washington, DC 20552
(202) 906-6312/13

FDIC Child Development Center
550 17th St., NW, F100
Washington, DC 20429
(202) 898-7067

Little Scholars Child Development Center
601 East Capitol St., SE
Washington, DC 20003
(202) 547-5222

Tiny Findings Child Development Center
General Accounting Office
441 G Street, NW Room 1194
Washington, DC 20548
(202) 512-3122

VAMC Child Care Center
One Michigan Ave.
Washington, DC 20422
(202) 298-5638

Thurgood Marshall Child Development Center
1 Columbus Circle NE, Room 200
Washington, DC 20544
(202) 273-4310

FLORIDA

Tutor Time Child Care Systems, Inc. (NASA)
A Ave & 5th Street
Kennedy Space Center, FL 33309
(407) 453-3100
Toll Free 1-800-275-1235

Jumping Jax Child Development Center
15 Aviation Ave
Hilliard, FL 32046
(302) 633-5358

GEORGIA

*The Downtown Child Development Center
57 Forsythe Street, NW Suite 200
Atlanta, GA 30303
(404) 331-7508

*Summit Child Care Center
Peachtree Summit
401 W. Peachtree Street, NE., Box 26
Atlanta, GA 30308
(404) 331-1600

*Shadyland Child Development Center - IRS
2355 Chamblee Tucker Road
Chamblee, GA 30341
(770) 451-3488

*Prodigy Child Development Center
FAA Little Flyers, Inc.
1701 Columbia Ave
College Park, GA 30337
(404) 305-6950

Precious One Child Development Center
49 Woolsey Road
Hampton, GA 30226
(770) 210-7290

HAWAII

*Rainbow School
P.O. Box 50043
Honolulu, HI 96850
300 Ala Moana Blvd.
Honolulu, HI 96813
(808) 537-1951

*Prince Kuhio Child Care Center
PJKK Federal Building
300 Ala Moana Blvd.
Honolulu, HI 96850
(808) 537-9351

IDAHO

Avery Day Care Association
Idaho Panhandle National Forest
Avery Ranger District, HC Box 1
Avery, ID 83802-9702
(208) 245-4517

Island Park Child Care
Targhee National Forest
Island Park Ranger District
Island Park, ID 83429
(208) 558-7778

Lowman Day Care
Boise National Forest
Lowman Ranger District
HC 77 Box 3020
Lowman, ID 83637
(208) 259-3330

Creative Cub
Payette National Forest
P.O. Box 1845
McCall, ID 83638
(208) 634-0626

Priest Lake Day Care Association
Idaho Panhandle National Forest
Priest Lake Ranger District
HCR 5, Box 207
Priest River, ID 32856-9612
(208) 443-2512

ILLINOIS

*CCC Learning Center - Customs House
610 S. Canal Street
Chicago, IL 60607
(312) 353-8686

*CCC Learning Center
Everett Dirksen Federal Building
219 S. Dearborn Street
Chicago, IL 60604
(312) 427-3342

*CCC Learning Center
Ralph H. Metcalf Federal Building
78 West Van Buren Street
Chicago, IL 60604
(312) 886-0834

Quality Care Learning Center for Children
VA Medical Center
Danville, IL 61832
(217) 431-6582

Lutheran General Children's Day Care
O'Hare Office Plaza
2300 East Devon
Suite 171
Des Plains, IL 60018
(847) 803-5181

Hines Child Care Center
VA Medical Center
Edward Hines, Jr. Hospital
Hines, IL 60141
(708) 216-2071

Paul K. Kennedy Child Care Center
VA Medical Center - Building 48
North Chicago, IL 60064
(847) 578-3896

Argonne Child Development Center
Dept. of Engergy - Argonne National Laboratory
Argonne, IL 60439-4832

INDIANA

*Day Nursery Federal Center
Minton-Capehart Federal Building
575 N. Pennsylvania Street
Indianapolis, IN 46204
(317) 226-5487

IOWA

Eagles Loft - USDA
2715 Dayton Ave.
Ames, IA 50010
(515) 232-8299

*Uncle Sam's Developmental Day School
Federal Building
210 Walnut Street, Room 109
Des Moines, IA 50309
(515) 284-6650

VA Child Care Center
1515 West Pleasant - Building 9
Knoxville, IA 50138
(515) 828-5094

KANSAS

Colmery O'Neil Child Care Center
VA Medical Center
2200 Gage Boulevard
Topeka, KS 66622
(913) 273-4384

*Uncle Sam's Academy for Tots
Federal Building U.S. Courthouse
500 South State
Kansas City, KS 66101
(913) 551-6690

Top Flight Kids Learning Center
FAA/DOT
300 S. Rogers Road
Olathe, KS 66062
(913) 273-4384

KENTUCKY

*The Treasure House Child Care Center
IRS Service Center
203 West River Center Blvd
Covington, KY 41011
(606) 292-2770

*Uncle Sam's Place Child Care Center
600 Martin Luther King, Jr. Place
Louisville, KY 40202
(502) 625-7207

MARYLAND

*Social Secure-A-Kiddie Child Care Center
Social Security Administration
300 Greene Street, 1-P-9 South
Baltimore, MD 21201
(410) 966-0401

*Social Secure-A-Kiddie Child Care Center - Woodlawn
Social Security Administration
2B2 Operations Building
6401 Security Boulevard
Baltimore, MD 21235
(410) 965-3232

*Fallon Federal Child Care Center
200 West Lombard Street, Suite A
Baltimore, MD 21201
(410) 727-1785

*Discovery School at HCFA
HCFA HQ Building
7500 Security Blvd
Baltimore, MD 21235
(410) 786-2938

*Child Development Center
Department of Energy
19901 Germantown Road
Germantown, MD 20545
(301) 903-8600

Goddard Child Development Center
NASA Goddard Space Flight Center
Building 90, Mail Code: 200.9
Greenbelt, MD 20771
(301) 286-8588

*Greenwood Nursery School & Kindergarden
6525 Belcrest Road, Room G-80
Hyattsville, MD 20782
(301) 436-4283

Healthy Beginnings Child Development Center
Public Health Service
5510 Fishers Lane
Rockville, MD 20852
(301) 443-0161

*Bureautots Child Care Center
Commerce - Census Bureau
Silver Hill Executive Plaza Building
3701 St. Barnabus Road
Suitland, MD 20746
(301) 899-0501

*White Flint Country Day
Nuclear Regulatory Commission
11545 Rockville Pike
Rockville, MD 20852
(301) 415-7841

*Executive Child Development Center
National Institutes of Health
6006 Executive Boulevard
Rockville, MD 20852
(301) 496-9411

*Little Explorers Child Development Center
National Oceanic & Atmospheric Admin
1315 East-West Highway
Silver Spring, MD 20910
(301) 713-2657

*Sunny Days Early Learning Center
Department of Agriculture
4700 River Road
Riverdale, MD 20737
(301) 864-0714

Childkind, Inc.
NIH-HHS, Bldg. T-46
Bethesda, MD 20892
(301) 496-8357

NIST Child Care Center
Bowman House, Bldg. 308
Gaithersburg, MD 20899
(301) 975-2152

Parents of Preschoolers, Inc. (POPI)
9000 Rockville, Bldg. 1B05
Bethesda, MD 20892
(301) 496-5144

Quality Time Early Learning Center
8601 Adelphi Road
College Park, MD 20746
(301) 713-6890

MASSACHUSETTS

ANSC Child Care Corporation
*IRS Child Care Center
310 Lowell Street, Stop 237
Andover, MA 01810
(508) 474-5431

*Government Center Child Care Corporation
JFK Federal Building, Room G-54
Boston, MA 02203
(617) 565-4065

*Government Child Care Center Corporation
Thomas P. O'Neill Federal Building
10 Causeway Street
Boston, MA 02222
(617) 565-7295

Small World Child Care Center
VA Medical Center
150 South Huntington Ave., Bldg. 9
Boston, MA 02130
(617) 232-8286

Child Development Center
U.S. Coast Guard Air Station
Otis Air Force Base
5205 ENT St.
Cape Cod, MA 02542-5024
(508) 968-6450

Y's Kids at Bear Hill Child Care Center
VA Medical Center,
Building 20
Northampton, MA 01060
(413) 586-5648 or
(413) 584-4040 Ext. 2290

Tot Spot Child Care Center
VA Medical Center
1400 VFW Parkway
West Roxbury, MA 02132
(617) 323-7700 Ext. 5340

The Tyke Site Inc.
VA Medial Center
940 Belmont St.
Brockton, MA 02401
(508) 583-4500

TSC Child Development Center
65 Broadway
Cambridge, MA 02142
(617) 494-2298

MICHIGAN

Corner Cottage Child Care Center
VA Medical Center
2215 Fuller Road
Ann Arbor, MI 48105
(313) 995-1001

*Little White House Child Care Center
Battle Creek Federal Center
100 N. Washington Street
Battle Creek, MI 49017
(616) 963-5598

Sparky's Nest - VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49016
(616) 966-5600 Ext. 5555

*Children's World
PV McNamara Federal Building
477 Michigan Avenue
Detroit, MI 48226
(313) 226-4999

MINNESOTA

University Nursery School Downtown
Federal Courthouse and Custom House
515 West 1st Street
Duluth, MN 55802
(218) 723-1667

Community Child Care Center
VA Medical Center
One Veterans Drive - Building 68
Minneapolis, MN 55417
(612) 725-2271

Kinderhaus Child Care Center
VA Medical Center
4801 8th Street North
St. Cloud, MN 56303
(612) 252-6499

*Kinderplatz
Whipple Federal Building
1 Federal Drive, Room G-25
Ft. Snelling, MN 55111-4007
(612) 725-3481

Farmington Heirport Child Care Center
80 Locust Street
Farmington, MN 55024
(612) 463-2022

MISSISSIPPI

*Little Acorns Child Development Center
McKoy Federal Building
100 West Capitol Street, Rm. 125
Jackson, MS 39269
(601) 965-4999

Stennis Child Development Center (NASA)
John C. Stennis Space Center Rd., H Bldg. 2120
Stennis Space Center, MS 39529
(601) 688-3224

MISSOURI

*Bannister Complex Child Development Center
Bannister Complex, Building 52
1500 East Bannister Road
Kansas City, MO 64131
(816) 926-1616

*601 Federal Complex Child Care Inc.
601 East 12th Street
Kansas City, MO 64106
(816) 426-3895

*Rainbow Castle
Robert A. Young Federal Building
1222 Spruce Street
St. Louis, MO 63103
(314) 539-3437

*Just U.S. Kids
Federal Records Center Complex
9700 Page Blvd., Building 100
Overland, MO 63132
(314) 538-4016

*Uncle Sam's Kids
Federal Center Building 104E
4300 Goodfellow
St. Louis, MO 63120
(314) 263-3437

MONTANA

Powell Child Care Association
Clearwater National Forest
Powell Ranger District
Lolo, MT 59847
(208) 942-3113, Ext. 141

Flathead Working Parents Room
1935 Third Ave East
Kalispell, MT 59901
(406) 758-5212

NEBRASKA

*Centennial Mall Child Care Center
100 Centennial Mall North, Rm. 104
Lincoln, NE 68508
(402) 437-5757

*Edward Zorinsky Children's Center
Edward Zorinsky Federal Building
215 N. 17th Street, Room 1003
Omaha, NE 68103
(402) 221-4000

NEW JERSEY

NAFEC Association Child Development Center
1st Floor, Technical Building
Atlantic City International Airport
Atlantic City, NJ 08405
(609) 485-5429

Cape May Child Development Center
U.S. Coast Guard Training Center
1 Munro Ave, Building 299
Cape May, NJ 08204-5002
(609) 898-6922/0822

Li'l Tykes Learning Center
386 Tremont Ave
East Orange, NJ 07018
(201) 676-1000 Ext. 2578

Newark Federal Kids-Care, Inc.
Peter W. Rodino, Jr. Federal Building
970 Broad Street, Rm. 107
Newark, NJ 07102
(201) 645-3024

NEW MEXICO

Shandiin Child Development Center
Pennsylvania & M Streets
Albuquerque, NM 87116
(505) 845-5013

NEW YORK

*Club Federal Child Care Center
Leo W. O'Brien Federal Building
1 Clinton Plaza, B-38
Albany, NY 12207
(518) 431-4338

Dandy Lion Day Care Center
VA Medical Center
Albany, NY 12208
(518) 462-1425

Brooklyn VA Day Care Center
VA Medical Center
800 Poly Place
Brooklyn, NY 11209
(718) 836-6600

Castleland Day Care
VA Medical Center
Castle Point
Route 9-D
Castle Point, NY 12511
(914) 831-1639

Governor's Island Child Development Center
US Coast Guard Support Center
Governors Island
Building 110
Governor's Island, NY 10004-5000
(212) 668-6499

Montrose Child Care Center
FDR VA Hospital
Montrose, NY 10548
(914) 737-4400 Ext. 2714

*Fed Kids Child Care Center
Jacob K. Javits Federal Building
26 Federal Plaza
New York, NY 10278
(212) 264-4277

Northport Employees Day Care Center
VA Medical Center
Northport, NY 11768
(516) 261-4400 Ext. 7452

*Blue Ribbon Child Development Center
Kenneth B. Keating Federal Building
and Courthouse
100 State Street
Rochester, NY 14614
(716) 546-7070

*Salvation Army Clinton Street Day Care
100 South Clinton Street
Room 169
Post Office Box 7196
Syracuse, NY 13260
(315) 423-9165

HANCI at VA
130 LeBrun Road, Bldg. #3
Buffalo, NY 14215
(716) 862-4702

Kids Quarters
VA Medical Center Syracuse
800 Irving Ave
Syracuse, NY 13220
(315) 477-4596

Vet's Kids Child Care Center
VA Medical Center
423 East 23rd Street
New York, NY 10010
(212) 951-3435

Learning Center -VA Medical Center
400 Fort Hill Avenue
Canandaigua, NY 14424
(716) 394-2000 Ext. 4225

NORTH CAROLINA

First Environments Early Learning Center
104 Alexander Drive, Bldg. 20
Research Triangle Park, NC 27709
(919) 541-1361

OHIO

Future Environments Child Development Center
123 West Nixon
Cincinnati, OH 45220
(513) 861-7368

Interagency Employee Corporation
Child Care Center
VA Medical
17273 State Route 104
Chillicothe, OH 45601
(614) 772-7086

*Childtime Children's Center
John W. Peck Federal Building
550 Main Street
Room 1016
Cincinnati, OH 45202
(513) 684-2046

*Cleveland Federal Kid Child Care Center
Anthony J. Celebrezze Federal Building
1240 East 9th Street
Post Office Box 99825
Cleveland, OH 44199
(216) 522-4453

Lewis Little Folks, Inc. (NASA)
21000 Brookpark Rd.
Mail Stop: LLF-1
Lewis Research Center
Cleveland, OH 44135
(216) 433-5264

Miami Valley Family Care Center
VA Medical Center
4100 West Third Street
Dayton, OH 45428
(513) 268-0336

OKLAHOMA

The Launching Pad
Mike Monroney Aeronautical Center
Child Learning Center
6101 Southwest 66th Street
Oklahoma City, OK 73169-6979
(405) 954-4901

OREGON

*Growing Oaks Child Care Center
EPA Building
200 SW 35th Street
Corvallis, OR 97333
(503) 754-4368

*Oak Street Child Development Center
The Bus Barn
540 Oak Street
Eugene, OR 97401
(503) 344-0241

*Children's Holladay Center
Federal Building
P.O. Box 362
BPA-SPR-2
Portland, OR 97208
(503) 230-4114

*Joyful Noise Child Care Center, Inc.
333 SW 1st Street, Suite A
Portland, OR 97204
(503) 326-6827

Vermont Hills Family Life Center
3710 SW Veterans Hospital Road
Portland, OR 97207
(503) 721-7830

PENNSYLVANIA

*Academy for Early Learning Center
VA Medical Center/ Federal Building
5000 Wissahicken Ave.
Philadelphia, PA 19114
(215) 951-5554

*Sound Start Child Care Center
11511 Roosevelt Boulevard, DP 701
Philadelphia, PA 19154
(215) 516-2144

*Wee The People Day Care Center, Inc.
William Moorhead Federal Building
1000 Liberty Avenue
Pittsburgh, PA 15222
(412) 281-1330

*The Learning Tree Child Care Center
William F. Greene Federal Building
600 Arch Street, Rm. 1211
Philadelphia, PA 19106
(215) 627-1081

Child Time - VA Medical Center
1400 Blackhouse Hill Road
Coatesville, PA 19320
(610) 380-4339

*East Mountain Child Care Center
1150 Mountain Drive
Wilkes Barre, PA 18702
(717) 831-51540

Highland Drive Child Care Center
70-180 Highland Drive
Pittsburgh, PA 15206
(412) 365-4444

Rainbow Learning Center
VA Lebanon, Bldg. #3
1700 South Lincoln Ave
Lebanon, PA 17042
(717) 228-6091

Learning Station Child Care Center
VA Medical Center
6B Cayuga Circle
Altoona, PA 16602
(814) 940-7834

PUERTO RICO

Borniquen Child Development Center
U.S. Coast Guard Air Station
Aquadilla, Puerto Rico 00604-9999
(809) 890-8494

Kid's Place Child Development Center
U.S. Coast Guard Greater Antilles Section
P.O. Box S-2029
San Juan, Puerto Rico 00903-2029
(787) 729-7799

SOUTH CAROLINA

*Bright Horizons Children's Center
Strom Thurmond Federal Building
1835 Assembly Street, Room 113
Columbia, SC 29201
(803) 253-3050

SOUTH DAKOTA

Wonder Years VA Child Care Center
2501 West 22nd Avenue, Bldg. 5
Sioux Falls, SD 57105
(605) 333-6877

Cottonwood Day Care Center, Inc.
VA Medical Center
Ft Meade, Bldg. #85
Ft. Meade, SD 57741
(605) 347-7094

TENNESSEE

Bright Futures Child Care Center
VA Medical Center MurFreesboro
3400 Lebanon Rd.
Murfreesboro, TN 37130
(615) 893-7065

Flying Start Child Care Center
3194 Independent Drive
Memphis, TN 38118
(901) 368-8595

*Chappell Child Development Center - IRS
5333 Getwell Road, Mail Stop 91
Memphis, TN 38118
(901) 546-2220

TEXAS

*Future Stars Child Development Center - IRS
3819 South IH 35
Austin, TX 78741
(512) 460-8233

*Stars and Tykes
207 South Houston Street
Dallas, TX 75202
(214) 748-1894

*A Child's Place - Fort Worth Federal Center
501 Felix Street, Bldg. 240
Fort Worth, TX 76115
(817) 334-5228

Space Family Education, Inc.
NASA Johnson Space Center
2101 NASA Road 1, Bldg. 210
Houston, TX 77058
(713) 483-4734

*Concorde School Child Care Center
2001 Louisiana Avenue
Houston, TX 77002
(713) 759-0440

First Wings
16606 JFK Blvd.
Houston, TX 77032
(713) 230-7065

UTAH

First Friends Child Care Center
VA Medical Center
500 Foot Hill Blvd.
Salt Lake City, UT 84148
(801) 582-2511

Puddle Jumpers Child Development Center
802 North 2200 West
Salt Lake City, UT 84148
(801) 536-0993

*OSC Child Care Center - IRS Service Center
P.O. Box 9162
Ogden, UT 84409
(801) 625-7547

VERMONT

Twin River Children Center
VA Medical Center - Building 9
White River Junction, VT 05009-0001
(802) 295-3907

*Y's Time Children's Center
75 Lower Weldon Street
St. Albans, VT 05478
(802) 517-3214

VIRGINIA

Langley Child Development Center
NASA Langley Research Center
Building 1231, Mail Stop 263
Hampton, VA 23681-0001
(804) 864-4826

*Federal Children's Center of No. Virginia, Inc.
U.S. Geological Survey
530 Huntmar Park Drive, Suite 800 B
Herndon, VA 22070
(703) 471-2821

VA Medical Center Child Care Center
1970 Roanoke Boulevard, Bldg. 77
Salem, VA 24153
(703) 342-4716

Pentagon Child Development Center
200 Boundary Channel Drive
Arlington, VA 22202
(703) 521-0223

*Enchanted Treasures Child Enrichment Center
114 Lake View Parkway
PO Box 5383
Suffolk, VA 23435
(804) 686-7050

WASHINGTON

*Country Day School at Willow Place
400 15th Street, SW, Bldg. 812
Auburn, WA 98001
(206) 939-0234

*Cradle to Crayon Child Development Center
1815 Black Lake Boulevard, SW.
Olympia, WA 98502
(360) 754-6428

*The Learning Landscape
1167 Jadwin Avenue
Richland, WA 99352
(509) 946-4609

*Green Tree Child Care Center
1200 6th Avenue, Suite 200
Seattle, WA 98101
(206) 553-8212

*La Petite Academy
4735 E. Marginal Way South
Seattle, WA 98134
(206) 764-3492

*Little Aviators - FAA Child Care Center
1602 Raymond Avenue
Renton, WA 98055
(206) 204-5990

*Little Eagles Child Care Center
1000 Second Avenue, Suite 204
Seattle, WA 98104
(206) 382-9869

VA Child Care Center
77 Wainwright Drive
Walla Walla, WA 99362
(509) 527-6102

Little Anchor Child Care Center
7600 Sand Point Way, Bldg. 6, NE
Seattle, WA 98115
(206) 526-6352

WEST VIRGINIA

*Little Eagle Child Care Center
Route 9, Needy Road
P.O. Box 1208
Martinsburg, WV 25401
(304) 264-7132

Lasting Impressions Child Development Center
FBI Complex
Clarksburg, WV 26306
(304) 625-3930

*METC KIDS
3610 Collinsferry Road
Morrgantown, WV 26505
(304) 285-5423

WISCONSIN

Milwaukee VA Child Care Center (YMCA)
Clement J. Zablocki VA Medical Center
Milwaukee, WI 53295-1000
(414) 384-6446

Kids and Company -VA Medical Center
500 East Veterans Street
Tomah, WI 54660
(608) 372-1694

VA Kids Center - VA Medical Center
2500 Overlook Drive
Madison, WI 53705
(608) 255-6184

*** These child care centers are in GSA-controlled space. For further information, you may contact the child care center directly or call one of the GSA Regional Child Care Coordinators.**

BEST COPY AVAILABLE

Appendix G: Financial Assistance for Low-Income Parents--Child Care and Development Block Grant Program

In September 1991, the Department of Health and Human Services' Administration for Children and Families implemented the Child Care and Development Block Grant Program to provide assistance to low-income families in obtaining child care services for their children. The program is designed to help States provide child care services to low-income families by improving the quality and availability of child care services, increasing the availability of early childhood development and before-and after-school care programs, and providing financial assistance to parents.

A key feature of the program is that its emphasis is on the importance of parental choice in child care, and permits parents to choose from a broad range of child care providers, including child care centers, family home providers, relatives, and neighbors. The address and phone number of each State block grant program office is listed below.

ALABAMA
Alabama Department of Human Resources
50 Ripley Street
Montgomery, AL 36130
Contact: Frances Arnold (334) 242-1310

ALASKA
Department of Community and Regional Affairs
333 W. 4th Avenue, Suite 220
Anchorage, AK 99501-2341
Contact: Jan Brewer (907) 269-4500

ARIZONA
Child Care Administration
Department of Economic Security
P.O. Box 6123, Site Code 801A
Phoenix, AZ 85005-6123
Contact: Toni Zablicki (602) 542-4248

ARKANSAS
Arkansas Department of Human Services
P.O. Box 1437 - Slot 604
Little Rock, AR 72203-1437
Contact: Bobbie Ferguson (501) 682-8763

CALIFORNIA
Superintendent of Public Instruction
California State Department of Education
560 J Street, Room 220
Sacramento, CA 95814
Contact: Janet Poole (916) 322-6233

COLORADO
Department of Social Services
Office of Child Care Services
1575 Sherman Street
Denver, CO 80203
Contact: Grace Hardy (303) 866-5958

CONNECTICUT
Connecticut Department of Human Resources
25 Sigourney St.
Hartford, CT 06106
Contact: Randall Wong (860) 424-5060

DELAWARE
Delaware Department of Health and Social Services
CT Building
1901 North DuPont Highway
New Castle, DE 19720
Contact: Dave Loughery (302) 577-4439

DISTRICT OF COLUMBIA
Office of Early Childhood Development
117 14th Street, NW
Washington, D.C. 20005
Contact: Pamela Ellison (202) 727-1839

FLORIDA
Department of Health and Rehabilitative Services
Children and Family Program Office
2811 Industrial Plaza
Tallahassee, FL 32301
Contact: Sandi Harris or Linda Thomas
(904) 488-4062

GEORGIA
Georgia Department of Human Resources
DFCS Family Support Unit
2 Peachtree Street, NW., Suite 12-400
Atlanta, GA 30303-3180
Contact: Delores Woodward (404) 657-3434

HAWAII
Office of Children and Youth
State Capitol, Governor's Office
415 S. Beretania St., Rm. 417
Honolulu, HI 96802
Contact: Elisabeth Chun (808) 586-0110

ILLINOIS
Illinois Department of Children and Family Services
406 East Monroe Street, Station 55
Springfield, IL 62701-1498
Contact: Sue Howell (217) 785-2519

INDIANA
Indiana Social Services Administration
Government Center South
402 West Washington Street, Room W461
Indianapolis, IN 46204
Contact: Janet Deahl (317) 232-4454

IOWA
Iowa Department of Human Services
Hoover State Office Building, 5th Floor
Des Moines, IA 50319-0114
Contact: Rosemary Norlin (515) 242-5994

KANSAS
Kansas Department of Social and
Rehabilitation Services
915 SW Harrison Street
Topeka, KS 66612-1570
Contact: Selma Hunter-Gordon
(913) 296-3959

KENTUCKY
Department for Social Services
Program Management
275 East Main Street
CHR Building, 6W
Frankfort, KY 40621-0001
Contact: Cliff Jennings (502) 564-6750

LOUISIANA
Louisiana Department of Social Services
Child Care Assistance Program
P.O. Box 3776
Baton Rouge, LA 70821
Contact: William Ludwig (504) 342-6715

MAINE
Maine Department of Human Services
State House, Station 11
Augusta, ME 04333
Contact: Barbara Collier (207) 287-3707

MARYLAND
Maryland Department of Human Resources
Child Care Administration
2701 N. Charles Street
Baltimore, MD 21218
Contact: Barbara Smith-Hamer
(410) 361-2560

MASSACHUSETTS
Massachusetts Executive Office of Health
and Human Services
1 Ashburton Place, Room 1109
Boston, MA 02108
Contact: Janet George (617) 727-0077

MICHIGAN
Michigan Department of Social Services
Child Day Care Division
235 South Grand Aveaue
P.O. Box 30037
Lansing, MI 48909
Contact: Sue Allen (517) 373-0356

MINNESOTA
Minnesota Department of Human Services
Human Services Building
444 Lafayette Road
St. Paul, MN 55155-3842
Contact: Barbara O'Sullivan (612) 296-3971

MISSISSIPPI
Mississippi Department of Human Services
4777 Megaraevers Blvd
Jackson, MS 39213
Contact: David Buchanan (601) 362-9892

MISSOURI
Missouri Department of Social Services
Division of Family Services
P.O. Box 88
615 Howerton Ct
Broadway State Office Building
Jefferson City, MO 65109
Contact: Gregory A. Vadner (573) 751-3221

MONTANA
Montana Department of Family Services
P.O. Box 8005
Helena, MT 59604
Contact: Boyce Fowler (406) 444-5900

NEBRASKA
Nebraska Department of Social Services
P.O. Box 95026
Lincoln, NE 68509-5026
Contact: Debra Mabry-Strong (402) 471-3121

NEVADA
Nevada Department of Human Resources
505 E. King, Room 600
Carson City, NV 89710
Contact: Jerry Allen (702) 687-4730

NEW HAMPSHIRE
New Hampshire Department of Health
and Human Services
6 Hazen Drive
Concord, NH 03301-6521
Contact: Carol Mooney (603) 271-4343

NEW JERSEY
New Jersey Department of Human Services
CN 700
22 Warren St
Trenton, NJ 08625
Contact: Theresa Castro (609) 292-9220

NEW MEXICO
Department of Children, Youth, and Families -
Division of Preventative Services
Child Care Bureau
1422 Paseo de Peralta
P.O. Drawer 5160
Santa Fe, NM 87502-5160
Contact: Jacqueline Lowe (505) 827-7680

NEW YORK
New York State Department of Social Services
Services and Community Development
40 North Pearl Street
Albany, NY 12243
Contact: JoAnn Friedell (518) 474-9454

NORTH CAROLINA
NC Department of Human Resources
Division of Child Development
P.O. Box 29553
Raleigh, NC 27626-0553
Contact: Barbara Spaulding (919) 662-4499

NORTH DAKOTA
North Dakota Department of Human Services
State Capitol - Judicial Wing
600 East Boulevard Avenue
Bismark, ND 58505
Contact: Sue Satterthwaite (701) 328-2310

OHIO
Ohio Department of Human Services
Child Care Office
65 East State Street, 5th Floor
Columbus, OH 43215
Contact: Sharon Chuvalas (614) 466-3822

OKLAHOMA
Oklahoma Department of Human Services
Sequoyah Memorial Office Building
P.O. Box 25352
Oklahoma City, OK 73125
Contact: Julie Wherry (405) 521-4266

OREGON
Child Care Division
Employment Department
875 Union Street
Salem, OR 97311
Contact: Janis Elliot (503) 378-8420

PENNSYLVANIA
Pennsylvania Department of Public Welfare
Bureau of Child Day Care Services
Box 2675
Harrisburg, PA 17105
Contact: Dr. Richard Fiene (717) 772-2099

RHODE ISLAND
Rhode Island Department of Human Services
600 New London Avenue
Cranston, RI 02920
Contact: Barbara Gianola (401) 277-1337

SOUTH CAROLINA
South Carolina State Health and Human Services
Finance Commission
P.O. Box 8206
1801 Main Street
8th Floor -Zip 29201
Columbia, SC 29202-8206
Contact: Dottie C. Garvey (803) 253-6154

SOUTH DAKOTA
South Dakota Department of Social Services
700 Governors Drive
Pierre, SD 57501-2291
Contact: Bobbi Brown (605) 773-4766

TENNESSEE
Tennessee Department of Human Services
Citizens Plaza - 14th Floor
400 Deaderick Street
Nashville, TN 37248-9810
Contact: Janet Camp (615) 313-4820

TEXAS
Texas Department of Human Services
P.O. Box 149030
Austin, TX 78714-9030
Contact: Clarissa Olsen (512) 438-3343

UTAH
Utah Department of Human Services
120 North 200 West, Room 325
Salt Lake City, UT 84103
Contact: Julie Olson (801) 538-3968

VERMONT
Vermont Department of Social and
Rehabilitation Services
103 South Main Street
Waterbury, VT 05671-2401
Contact: Chris Mulvaney (802) 241-2120

VIRGINIA
Virginia Council on Child Day Care and Early
Childhood Programs
730 East Broad Street
9th Floor
Richmond, VA 23219
Contact: Mary Ellen Verdu (804) 371-8603

WEST VIRGINIA
West Virginia Department of Health
and Human Resources
State Capitol Complex
Room B850, Bldg. 6
Charleston, WV 25305
Contact: Kay Tilton (304) 558-7980

WISCONSIN
Wisconsin Department of Health
and Social Services
P.O. Box 7851
1 West Wilson Street
Madison, WI 53707
Contact: Kay Hendon (608) 266-8200

WYOMING
Wyoming Department of Family Services
Hathaway Building
3rd Floor
2300 Capitol Avenue
Cheyenne, WY 82002-0490
Contact: Maureen Clifton (307) 777-7561

Appendix H:
Federal and National Organizations

Federal and national organizations can provide you with information about child care. This section briefly describes some of these organizations and gives addresses and phone numbers to contact for materials and further information.

FEDERAL ORGANIZATIONS

The following Federal organizations can provide information to assist you in obtaining quality child care.

General Services Administration
18th and F Streets, NW., Room 6119
Washington, DC 20405
(202) 205-7233

The General Services Administration's (GSA) Office of Work Place Initiatives is the focal point for the establishment of child care centers in GSA-controlled space. The Office oversees more than 100 child care centers and provides directors, staff, and board members with advice and technical assistance on the successful operation of quality child care programs. The Office enhances Federal agencies' ability to provide ongoing quality child care by collecting and disseminating information through a network of Regional Child Care Coordinators. You may contact the following GSA Regional Child Care Coordinators for further information.

New England Region
CT, MA, ME, NH, RI, VT
GSA Child Care Coordinator
10 Causeway St., 9th Flr. (1PE)
Boston, MA 02222-1077
(617) 565-7312

Northeast and Caribbean Regions
NJ, NY, PR, VI
GSA Child Care Coordinator
26 Federal Plaza (2PB)
New York, NY 10278
(212) 264-1268

Mid-Atlantic Region
DE, MD, PA, VA, WV
GSA Child Care Coordinator
Wannamaker Building
100 Penn Square East (3PB)
Philadelphia, PA 19107-3396
(215) 656-5994

Southeast Sunbelt Region
AL, FL, GA, KY, MS, NC, SC, TN
GSA Child Care Coordinator
Suite 2400 - 4PMFC
401 W. Peachtree Street, NW
Atlanta, GA 30365
(404) 331-1851

Great Lakes Region
IL, IN, MI, MN, OH, WI
GSA Child Care Coordinator
10243 Echo Hill Drive
Brecksville, OH 44141
(216) 522-4963

The Heartland Region
IA, KS, MO, NE
GSA Child Care Coordinator
Federal Building - 6PMFB
1500 East Bannister Road
Kansas City, MO 64131-3088
(816) 926-7741

Greater Southwest Region
AR, LA, NM, OK, TX
GSA Child Care Coordinator
819 Taylor Street, Room 12A26
Fort Worth, TX 76102
(817) 978-8451

Rocky Mountain Region
CO, MT, ND, SD, UT, WY
GSA Child Care Coordinator
P.O. Box 25006, DFC
Denver, CO 80225-0006
(303) 236-8014 ext. 264

Pacific Rim Region:
AZ, CA, HI, NV

GSA Child Care Coordinator
450 Golden Gate Ave.
3rd Floor West (9PTW)
San Francisco, CA 94102
(415) 522-3472

Northwest/Arctic Region:
AK, ID, OR, WA

GSA Child Care Coordinator
400 15th Street, SW (10A)
Auburn, WA 98001
(206) 931-7700

National Capital Region:
District of Columbia, Prince George's County, Montgomery County, MD, Fairfax County, Loudoun County, Prince William County, Arlington County, and the cities of Fairfax, Falls Church, and Alexandria, VA

GSA Child Care Coordinator
Regional Office Building
7th & D Streets, SW - Room 7013
Washington, DC 20407
(202) 205-7255

Office of Personnel Management
Theodore Roosevelt Building
1900 E Street, NW., Room 7315
Washington, DC 20415-0001
(202) 606-5520

The Office of Personnel Management's (OPM) Work and Family Program Center assists Federal agencies in developing programs which address the needs of employees with family responsibilities. During the past several years, OPM has expanded and reinforced existing policies designed to assist employees in balancing their work and family responsibilities. These efforts include: developing flexible leave policies for parental and family responsibilities; establishing leave sharing programs for employees with medical emergencies; promoting the use of flexible and compressed work schedules, flexiplace, part-time employment, and job sharing; and conducting a variety of educational activities to encourage agencies to develop effective dependent care programs. Other OPM responsibility includes the management of the Employee Assistance Program which traditionally have assisted Federal employees in dealing with the pressures of family and work life.

Department of Health and Human Services
Administration for Children,
Youth, and Families
200 Independence Avenue, SW.
Washington, DC 20201
(202) 245-0347

The Department of Health and Human Services' Administration for Children, Youth, and Families administers two programs relating to child care: Head Start and the Child Care and Development Block Grant Program. Head Start is a nationwide early childhood program for low-income preschool children, designed to provide comprehensive services in preparation for public school. Your local department of social services can provide information about eligibility for Head Start. The Child Care and Development Block Grant program helps low-income families obtain child care services.

Internal Revenue Service
1111 Constitution Avenue, NW.
Washington, DC 20224

The Internal Revenue Service (IRS) provides free tax information and services to help taxpayers, including a toll free telephone service (toll free telephone numbers are printed in your local telephone directory), tax information publications, tax assistance and educational programs, and audiovisual instructional materials that are available on loan to groups.

Publications of interest to parents include #503: *Child and Dependent Care Expenses*; and #929: *Tax Rules for Children and Dependents*. These publications can be ordered by calling toll free 1-800-TAX-FORM (1-800-829-3676). You can also order IRS Publication #910: *Guide to Free Tax Services*, which is a catalog of tax services and free publications.

NATIONAL ORGANIZATIONS

The following national organizations provide information that can assist you in finding quality child care.

National Association for the Education of Young Children (NAEYC)
1509 16th Street, NW.
Washington, DC 20036
(202) 232-8777
Toll Free 1-800-424-2460

The National Association for the Education of Young Children (NAEYC) is a nonprofit organization of more than 80,000 child care professionals and others dedicated to the goal of improving the quality of services provided to young children and their families. NAEYC meets this goal by (1) providing educational opportunities and resources to promote the professional development of those working for and with young children, and (2) working to increase public knowledge and support for high quality early childhood programs. The NAEYC's National Academy of Early Childhood Programs accredits early childhood programs.

To obtain a copy of NAEYC's *Resource Catalog*, containing an extensive listing of brochures, books, videos, and posters, call or write the NAEYC. Examples of NAEYC publications include: *Young Children*, a bimonthly journal; *Accreditation Criteria and Procedures of the National Academy of Early Childhood Programs - Revised Edition; Developmentally Appropriate Practice in Early Childhood Programs Serving Children From Birth Through Age 8*; and *Teaching Preschoolers: It Looks Like This .... in Pictures* (1990). Parents may request a complimentary brochure entitled *How to Choose a Good Early Childhood Program* by sending a self-addressed, stamped, business-size envelope to NAEYC at the address listed above.

National Association of Child Care Resource and Referral Agencies (NACCRRA)
1319 F Street N.W.
Washington, DC 20004
(202) 393-5501
Child Care Aware: Toll Free 1-800-424-2246

The National Association of Child Care Resource and Referral Agencies (NACCRRA) can provide information about child care resource and referral agencies around the country. Contact NACCRRA's Child Care Aware for a list of resource and referral agencies in your area.

Bank Street College of Education Work and Family Life Programs
610 W. 112th Street
New York, NY 10025
(212) 222-6700

Bank Street College researches and reports on work and family problems and productivity. It provides referrals, distributes the publication, *Investing in Quality Child Care*, and publishes a newsletter, *Work and Family Life: Balancing Job and Personal Responsibilities*.

Educational Resources Information Center (ERIC)
Clearinghouse on Elementary and Early Childhood Education
University of Illinois
805 W. Pennsylvania Avenue
Urbana, IL 61801
(217) 333-1386

The Educational Resources Information Center's (ERIC), supported by the U.S. Department of Education, Office of Educational Research and Improvement, is a national information system designed to provide users with ready access to an extensive body of education-related literature. ERIC's Clearinghouse on Elementary and Early Childhood Education contains a variety of reports of interest to parents, including *Infant Child Care*, *Infant Day Care: The Critical Issues*, *Approaches to School-Age Child Care*, and *Planning for Parent Participation in Schools for Young Children*. These and similar reports can be obtained free of charge from the clearinghouse.

Child Care Action Campaign
330 Seventh Avenue, 17th Floor
New York, NY 10011
(212) 239-0138

The Child Care Action Campaign seeks to inform the public about child care problems, solutions, and services available through government, corporations, and individuals. It publishes information including issue summaries, a newsletter, and a series of fact sheets on child care topics.

Project Home Safe
American Home Economics Association
1555 King Street
Alexandria, VA 22314
Toll Free 1-800-252-SAFE

Project Home Safe is a national education and advocacy program addressing the issue of latchkey children. Sponsored by the American Home Economics Association, a non-profit organization, and the Whirlpool Foundation, the project provides materials, training, and other resources to help parents and communities respond to the important issue of children who are left unsupervised while parents are at work. Parent materials that are distributed free of charge include pamphlets on assessing readiness for and preparing for self-care, tips on self-care safety and activities, and suggestions for finding appropriate school-age child care.

The Children's Foundation
725 15th Street, NW., Suite 505
Washington, DC 20005-2109
(202) 347-3300

The Children's Foundation is a national non-profit organization whose efforts include increasing the availability of affordable, quality child care. It provides training and assistance to parents and child care providers across the country. A publications list will be sent upon request. In addition, The Children's Foundation will send a summary of the child care regulations in your state if you send a stamped self-addressed envelope with your request.

National Association for Family Day Care (NAFDC)
1331-A Pennsylvania Avenue, NW., Rm. 348
Washington, DC 20004
Toll Free 1-800-359-3817

The National Association for Family Day Care (NAFDC), an organization representing family and group home child care providers throughout the United States, serves as a networking system for family day care. NAFDC accredits family day care homes that offer high quality child care services. You can obtain a list of accredited homes in your State by sending a stamped self-addressed envelope to NAFDC.

National Information Center for Children and Youth With Disabilities (NICHCY)
P.O. Box 1492
Washington, DC 20013-1492
(202) 884-8200
Toll Free 1-800-695-0285

The National Information Center for Children and Youth with Disabilities (NICHCY) is a national information and referral clearinghouse, supported through a Cooperative Agreement with the U.S. Department of Education. NICHCY staff can answer questions regarding disability issues, refer callers to other disability organizations, and send information packets and fact sheets such as those mentioned under the *Programs for Children with Special Needs* section.

School-Age Child Care Project
Wellesley College Center for Research on Women
Wellesley, MA 02181-8259
(617) 235-0320 Ext. 2546

The School-Age Child Care Project is a non-profit resource and consultation organization that can provide information about school-age child care, including startup, development, and assessment of school-age child care programs. A publications list will be sent upon request.

Part II.
ELDER CARE

When a parent* suddenly becomes dependent upon an adult child, the problems facing the family can be emotionally draining and complex. Elder care is a broad field that recognizes the role of the adult caregiver as one that provides essential services to an older adult. Often caregivers do not recognize their role as a caregiver nor do they realize that help may be available in the community to assist an older person. This section of the handbook attempts to introduce you to the various issues that face many adults as they age. From choosing a home to dealing with the complexities of social security income, elder care encompasses a wide range of complicated issues. You may not need to consult each topic of this section. Chances are your questions can be answered by consulting one part of the elder care section. However, the information provided here might be useful to you in the future. Many of the problems associated with elder care could be prevented or made easier if parents and children recognize potential difficulties and plan accordingly should any trouble arise.

There are six sections in the handbook. The first section explains the range of resources that are offered in many communities to help older adults function independently. The second section introduces you to the many housing options available to older adults besides living independently in one's own home. Keep in mind that a nursing home is not the only choice and is frequently not a necessity. The housing section is followed by sections on legal, financial, and health considerations. The last section offers information on taking care of the caregiver. Six appendices follow with information including a partial listing of area agencies on aging, a list of State long-term care ombudsman offices, nursing home tips and a checklist, a checklist on selecting a home health care agency, a list of Federal and national organizations that provide elder care information and/or services, and a list of elder care resources. The resource list includes publications noted throughout the text as well as new information not found elsewhere in this handbook.

Please note the **Elder Care Locator** information below. The **Locator** is a toll free number operating nationwide for people with elder care problems. It is operated by the National Association of Area Agencies on Aging with funds from the Older Americans Act of 1992 (PL 102-375). The trained elder care operators can determine who you need to contact and give you local referral numbers. If your parents live far away, the **Elder Care Locator** can give you information for their area.

*For editorial convenience, the phrase "parent-child" is used throughout the text, however, it is recognized that employees may care for an elderly friend or relative.

Elder Care Locator

If you're concerned about an older person, and don't know where to turn for information, the Elder Care Locator can help you. Call the 1-800 number listed below.

1-800-677-1116

Monday - Friday
9:00 a.m. - 11:00 p.m. (Eastern Standard Time)

Section 1:
Community Resources

Many people associate the aging process with the need for nursing home care. In fact, most aging adults do not need nursing home care. Instead, many older adults can remain independent but frequently need assistance with various daily living tasks. Communities throughout the United States offer varied services for its aging populations. Check with the social services office of your parent's local government to determine which services are available in his or her area. Utilizing these community resources can help your parent live more comfortably and remain independently in his or her home. In addition, older adults who have chosen an alternative living arrangement, such as congregate housing, can use these services as an additional tool to make daily living simpler. The list below will familiarize you with some of the community resources that may be available in your parent's area and suggest the general availability of these services across the country. Remember, you must contact the local government where your parent resides to determine if these services are available in his or her area. See Appendix F for a list of community resources.

Adult Day Care

Adult day care centers offer a variety of health care and social services for people who need assistance with personal care such as grooming or toiletting, but not around-the-clock care. Round trip transportation may be provided to the center where people may spend a few hours or all day.

Availability - Adult day care center availability varies. The centers may be operated by hospitals, nursing homes, religious organizations or privately owned care centers. Contact your parent's Area Agency on Aging for information.

Area Agencies on Aging

The Area Agencies on Aging (AAA) provide access to a variety of services to older persons in communities throughout the United States. These services include information and referral, homemaker/home health aides, transportation, congregate care and home delivered meals, chores, and other supportive services.

Availability - AAAs are located in every State. The types of services they offer will differ. The *Handbook* has a partial list of AAA addresses and telephone numbers in Appendix A.

Assistive Devices

Assistive devices are services and products that can be purchased or rented to help people function better at home. These may include devices for persons with hearing and/or visual impairments and those who need help in walking or moving about.

Availability - Assistive devices may be available from medical equipment rental stores or electronic product retail stores. Several States have assistive device distribution programs operated by the State rehabilitation agency for the disabled.

Case Management

Case management is a method of assessing a person's total care needs, arranging for necessary services, and coordinating the delivery. Since care problems rarely occur one at a time and services may be fragmented, this service can be used by caregivers to coordinate a care plan.

Availability - While availability varies, case management services are becoming more widely available. Contact your parent's Area Agency on Aging for information.

Friendly Visitors

Friendly visitors are volunteers who regularly visit older persons who may need companionship. They may read, write letters, run local errands, etc. for the older person.

Availability - Friendly visitors are usually provided by a religious or voluntary organization. Contact your parent's church or synagogue or the Visiting Nurses Association to see if the service exists in their community.

Home Adaptation

Home adaptation means making changes to your parent's home to accommodate his or her changed needs. Adaptation may include small changes like installing grab bars, or major changes such as widening doorways for wheelchairs or installing a bathroom on the first floor of the home.

Availability - You need a good contractor and a good idea of what your parent wants done. Seek advice from professionals you know you can rely on, such as an occupational therapist, before hiring anyone to do major jobs.

Home Chore Services

Home chore services offer minor household repairs, household cleaning, and yardwork.

Availability - Home chore services are widely available. Contact your parent's Area Agency on Aging for information.

Home-Delivered Meals

Home-delivered meals or "meals-on-wheels" is a service that delivers hot, nutritious meals once or twice a day, usually five days per week. Most home-delivered meal programs can accommodate special diets.

Availability - Home-delivered meals are widely available. Contact your parent's Area Agency on Aging for information.

Home Health Care

Home health care covers a wide variety of medical services provided by such professionals as nurses or physical therapists.

Availability - Home health care is widely available. Contact your parent's Visiting Nurses Association or Area Agency on Aging. See Appendix D of this part of the Handbook for a helpful checklist on selecting a home health care agency. See Appendix F for a list of home health care resources.

Home Maintenance and Repair Programs

Home maintenance and repair programs (usually sponsored by nonprofit organizations) provide home maintenance, home repairs, and help with emergencies such as frozen pipes. No major improvements or cosmetic changes are included. Some programs will help you work with contractors.

Availability - These programs are widely available. Contact your parent's Area Agency on Aging for information.

Homemaker Services

Homemaker services include assistance with grooming and dressing, and help with meal preparation, food shopping, or light housekeeping.

Availability - Homemaker services are widely available. Contact your parent's Area Agency on Aging for information.

Hospice Care

Hospice is a special kind of care for terminally ill people and their families. It does not focus on recovery through medical treatment, but instead helps people cope with the physical and emotional pain of dying from a clearly terminal illness. Hospice care may be given at home or in a hospice facility, and may be provided by or supplemented by trained volunteers. Insurance coverage for hospice care varies. Medicare will provide benefits to patients who are diagnosed as being terminally ill, but patients receiving hospice benefits waive their regular Medicare coverage while they are under hospice care.

Availability - Availability varies from State to State. Contact your parent's Area Agency on Aging for information. You can also contact you parent's State hospice or home care association, the Foundation for Hospice and Homecare (202) 547-6586, or the Hospice Association of America (202) 546-4759.

Nutrition Services

Nutrition services provide people with inexpensive, nutritious meals in group settings such as senior centers, churches, synagogues, or senior housing. Nutrition sites may provide transportation.

Availability - Nutrition services are widely available. Contact your parent's Area Agency on Aging or senior center for information.

Personal Emergency Response Systems (PERS)

PERS are emergency alert button devices that are placed in the home and can be pressed to summon help from emergency response centers such as hospitals or 800 numbers.

Availability - Approximately ten national companies manufacture PERS. They may not be readily available in all areas.

Respite Care

Respite care provides short-term relief to people who care for an older person at home. The respite can be for a few hours or several days. It may be provided at home, at adult day care centers, or at hospitals overnight.

Availability - Respite care services are widely available. Contact your parent's Area Agency on Aging for information.

Senior Centers

Senior centers offer older people an opportunity to socialize and a place to meet. They offer a wide variety of social, educational, and recreational programs. Some senior centers provide transportation services.

Availability - Senior centers are widely available. Contact your parent's Area Agency on Aging for information.

Telephone Reassurance

Telephone reassurance is offered by volunteers who arrange to talk to older persons daily to ensure that "all is well." This service is especially helpful to people who live alone.

Availability - Availability varies in communities. Contact your parent's Area Agency on Aging, church or synagogue, or Visiting Nurses Association.

This information is reprinted with permission from the American Association of Retired Persons' publication *Tomorrow's Choices*.

Section 2:
Housing Options

Many people assume that a nursing home is the only option for older adults who can no longer live alone in their own homes. However, there are many housing alternatives. The information listed below will familiarize you with some of these options. The questions that follow each section suggest what you and/or your parent might consider before selecting an alternative living arrangement.

Having a Parent Move in With You

For many people, having a parent move in with them is the best choice when living alone is no longer possible for the older person. For other people, it can be a difficult choice (sometimes the poorest of the available options). If you are considering such an arrangement, you need to talk seriously with your immediate family and your parents to understand how each one of them feels. You also need to be sure to express all your feelings about the situation. Talk with friends whose parents live with them and try to understand what it's like for them. Think through the questions listed below for both parents and children and discuss the issues together before agreeing to this living arrangement.

Questions for the Adult Child

- Do you want your parent to move in? Have you been honest in expressing your feelings about it?
- If you don't want your mother or father to move in, but it must happen anyway, will you be able to handle it?
- How much time can you spend with your parent? Have you explained what your weeks and weekends are like?
- Do you expect your parent to do chores around the house? Is this a reasonable expectation? Have you talked to your parent about what to expect and why?
- Can you afford it?
- Are you aware of local services that could help you through difficult situations?

Questions for the Parent

- Does your son or daughter want you to move in? If not, and you move in anyway, will the emotional strain be too much on you?
- How will living expenses be shared?
- What will you use for transportation? Will you have easy access to shopping, a place of worship, friends, and other interests of your own?
- Do you have friends in the area where your children live? Are there people close by with whom you can create friendships?
- Will you be able to accommodate your child's lifestyle?
- Will you be able to live with your children's children?
- Can your children afford to have you live with them?
- How will your presence affect family relationships?
- How much time will you expect your child to spend with you?

Foster Care

Foster care is a social service that places an older person who is in need of a modest amount of daily assistance into a warm home environment. The costs vary, and may be covered by the State social services program. The older person may be expected to contribute to the stipend paid to the family providing the foster care. The availability of this program is limited. Contact your Area Agency on Aging for more information. (See Appendix A)

Home Sharing

As an alternative to moving into your home, your parent may want to consider sharing their home with others, moving into someone else's home, or finding a new house that can accommodate them and several other people of your choice. Shared households can be arranged either by sharing expenses or by exchanging services or rent. For example, a homebound homeowner

might prefer having someone do housework, shopping, yardwork, or other errands in exchange for free lodging. This sort of arrangement should be put in writing, so there are no misunderstandings later.

Consider these issues:

- Do local zoning laws in your parent's community permit two or more unrelated people to share a house? Check with your local zoning or planning board.
- Will your parents want to share their home or move to share another's home?
- How will your parent's personality fit with a potential housemate's?
- How will sharing affect your parent's finances?
- How will your parent resolve differences that arise?
- What will new income do to your parent's eligibility for certain public benefits like Supplemental Security Income and Food Stamps?
- What will your parent's responsibility be if his or her housemate becomes ill?

Adding an Accessory Apartment

Another way your parent can remain at home is to add a separate, self-contained apartment unit to his or her house, called an accessory apartment. This allows your parent to stay in his or her house but not be alone, and the rental income will provide him or her with additional living resources. Creating a new kitchen, bath and access are usually the most expensive changes to be made; however, your parent's home may only require minor changes to accommodate an accessory unit.

Before your parent starts building, you might consider:

- Do zoning laws allow accessory apartments? Check with your parent's local zoning or planning board before making plans.
- Will the cost of the renovation, increased utility bills, higher taxes, and insurance premiums be covered in the rent your parent receives?
- Will the benefit of having someone nearby be worth the expenses?
- Will your parent expect his or her tenant to be a companion or will your parent have a landlord/tenant relationship?
- Is sufficient parking available?
- How will your parent divide costs like taxes and utilities between himself or herself and the renter?
- Will your parent be able to manage the responsibilities of a landlord?
- Will your parent be able to find tenants?

Before your parent searches for a tenant, consider whether he or she wants a companion, someone who provides home services, or just a renter. If your parent needs help around the house, some tenants may be willing to exchange services for rent. Any arrangement for exchange of services in lieu of rent should be put in writing as part of the rental agreement.

ECHO Housing

If you and your parent don't wish to live together, having your parent live in a cottage on your property might be a workable alternative. Elder Cottage Housing Opportunity (ECHO for short) units are small, self-contained, portable housing units that can be placed in the back or side yard of a single family house. They were first manufactured in Australia to enable parents to remain near their adult children and families. ECHO units provide closeness, while retaining privacy for both parties. The cost of ECHO housing is less than a new home. For example, companies in California and Pennsylvania offer completely installed one-bedroom units with more than 500 square feet of living space for around $25,000.

Consider these issues:

- Do zoning laws restrict this type of structure? Check with your local zoning or planning board.
- Is there adequate yard space for both structures?
- What will the local tax treatment be? Will it add to the value of your property?
- Are utility hook-ups available?

Board and Care Homes

Board and care homes go by many names (including personal care homes, residential care facilities, assisted living, and domiciliary care). In exchange for rent, generally they provide room, meals, laundry and housekeeping, and regular contact with staff to ensure that "all is well." The daily contact with staff is what distinguishes "board and care" homes from the more familiar boarding houses. Your parent would share this home, of course, with a number of other residents.

Visit the home with your parent before a decision is made. Look at the private room your parent may occupy. Ask lots of questions about the services and evaluate the staff. Ask for references and check the home's record with the local or State licensing agency.

Consider these issues

- Will your parent have privacy and independence?
- Is common space available?
- How much will it cost, including add-ons to the rent?
- Is it near public transportation, places of worship, and shopping?
- Can your parent's special dietary needs be met?
- Does the home comply with local licensing, fire, and zoning laws? Is it licensed by the State?
- What are the arrangements for sharing bathrooms?
- Will your parent have to climb stairs?
- Are there security locks on each room?
- Will your parent have access to a telephone?
- Are pets allowed? Who will care for them?

Congregate Housing

Congregate housing is usually an apartment complex that provides each tenant a full apartment, serves meals in a central dining room, and provides housekeeping services. It is different from board and care homes because the individual units include kitchens and because it provides a professional staff that may include social workers, counselors, or nutritionists.

Today, most congregate housing facilities are sponsored by non-profit agencies and range in size from 35 to 300 living units. You may find congregate housing facilities listed under "Retirement Communities" in your local telephone directory.

The rents vary, and Federal subsidies often help cover a portion of rental fees.

Consider these issues

- Is transportation to stores, places of worship, and other services available?
- Can the facility accommodate your parent's special dietary needs?
- Is there adequate security for your parent's personal belongings?
- What in-house services are available? (Look for services such as occupational and physical therapy, counseling, recreational and social activities, a library, and daily telephone monitoring.)
- Do services like physical therapy cost extra? Be sure to check for all costs in advance.
- What are the policies on bringing personal furniture?
- Are pets allowed?
- How does your parent feel about the overall atmosphere of the facility?

"Life Care" or Continuing Care Retirement Communities (CCRCs)

Continuing care communities offer the benefit of independent living in apartments and houses, but with health care services and a nursing facility on the premises. Payment for nursing care and many other services is sometimes made in advance.

The cost of a continuing care community can be high. The entrance fee can range from $50,000 to $250,000 (which may or may not be refundable) and you must also pay monthly fees (that can increase while you are a resident).

The difference between a continuing care community and board and care homes or congregate housing is that continuing care communities provide a commitment to take care of residents regardless of any changes in their health, for as long as a person resides in the community.

If your parent is considering a move to a continuing care community, **BE CAUTIOUS.** Some continuing care communities have financial problems. You may wish to review the facility's financial statement with an attorney or accountant and note its cash reserves and its policy for using them. Check with the local or State Long-Term Care Ombudsman and the Better Business Bureau or the Consumer Protection Office in the CCRC's locality to be sure it has not generated complaints of any kind.

Consider these issues:

- How complete is the nursing facility? What services does it provide?
- What medical costs does the contract cover?

- What is the policy for transferring residents between apartments and the nursing facility?
- Is the management open and responsive to resident concerns?
- Do the fees cover all of your parent's costs?
- Does your parent have to pay extra for anything (such as laundry)?
- Are places of worship nearby?
- Is transportation to needed services, like grocery stores, available?
- Is there access to a telephone?
- What is the refund policy for deposits and entrance fees? How is the amount of the refund calculated? When is your parent entitled to receive a refund?

Nursing Homes

Nursing homes are for people who need extensive and extended health or personal care. Many people live in nursing homes unnecessarily because they thought they had no other alternatives. Nursing homes are intended only for those who are seriously ill--not for people who feel they have no other options.

There are two levels of care:

- **Skilled Nursing**--is for persons who need intensive care, 24 hour-a-day supervision, and treatment by a registered nurse under the direction of a physician.

- **Nursing Facility**--is for persons who need 24 hour-a-day supervision under the direction of a registered nurse and a physician.

The level of care required is determined by a person's physician. In addition, many States require and conduct pre-screening of potential nursing home residents to determine the level of care needed. Your parent's local social service agency or the admissions person at any nursing home can direct you to the agency that makes this determination.

There are about 20,000 nursing homes in the United States, serving about 5% of the older population. The chances are about one in four that an individual will need to reside in a nursing home at some time in his or her life. The cost for staying one year in a nursing home generally ranges between $20,000 and $48,000. Medicare and private medigap insurance plans reimburse very little of the cost. An extended stay in a nursing home can wipe out a family's savings, so advance planning for this eventuality is critical. Only when a nursing home patient becomes impoverished does Medicaid begin to pay the cost of nursing home care.

Before entering a nursing home, ask yourself:

- Have you explored thoroughly with your parent the home and community-based options described in this book?
- How will your parent meet the expenses?
- How will your parent cope with the institutional atmosphere? The loss of independence?
- Is the home convenient for visiting by family and friends?
- Is the home clean and odor free?
- Can the home ensure the security of your parent's possessions?
- What levels of care are available? Are they appropriate to your parent's needs?

Ombudsman

To help you in selecting the right nursing home for your parent, consider contacting the local ombudsman. The ombudsman program is a significant part of the nursing home system. Federal law requires each State Agency on Aging to have an Office of the Long-Term Care Ombudsman, and more than 500 local ombudsman programs now exist nationwide.

These offices provide help and information to older Americans, their families, and friends regarding long-term care facilities. The local ombudsman also can help to ensure that your parent receives good care throughout his or her stay. Keep in mind that the ombudsman cannot advise you on one particular nursing home, but will supply current information regarding nursing homes near you or your parent.

Ombudsman functions include:

- Visiting nursing homes on a regular basis;
- Receiving and investigating complaints made by or on behalf of nursing home residents and working to resolve the problems;
- Referring unresolvable problems or findings of serious violations of standards in a nursing home facility to State Health Departments for action; and

- Providing information on licensed long-term care facilities in the State or local area including the number and nature of complaints against a facility, the results and conclusions of the investigation into these complaints, and advice on what to look for as tell-tale signs of good care in facilities.

See Appendix B for a list of State long-term care ombudsman offices.

See Appendix C for a list of helpful tips and a checklist that can be used when you visit nursing homes.

Nursing Home Telephone Interview

Once you identify what you want and need in a home, simply telephoning some of the nursing homes on your list may eliminate the need to visit them. Some of the key questions that you may ask over the phone to facilities are:

- Is the nursing home certified for participation in the Medicare or Medicaid programs?
- What are the facility's admissions requirements for residents?
- What is the "typical profile" of a resident in the facility? For example, if a family member requires temporary rehabilitation services and the nursing home specializes in Alzheimer's disease care, it's probably not a good match.
- Does the nursing home require that a resident sign over personal property or real estate in exchange for care?
- Does the facility have vacancies, or is there a waiting list?

People To Talk To

- Your family (or a trusted advisor) about their reactions to the plans your parent is making;
- At least one person who lives in the type of facility your parent is contemplating;
- The Better Business Bureau and Consumer Protection Office in the area where the facility or service is located, to check on its reputation;
- An attorney if your parent will be required to sign a contract; and
- State and local Long-Term Care Ombudsman Programs that are set up to investigate complaints and mediate disputes between residents and/or their families and nursing home facilities. You can find them through your State Agency on Aging.

Housing and Nursing Home Resources

The following resources may be of help when considering housing options:

- *Staying at Home: A Guide to Long-Term Care and Housing* --American Association of Retired Persons Publication No. D14986
- *Tomorrow's Choices - Preparing Now for Future Legal, Financial, and Health Care Decisions* -- American Association of Retired Persons Publication Number D-13479
- *Nursing Home Life: A Guide for Residents and Families* -- American Association of Retired Persons, Publication Number D-13063

- **American Association of Retired Persons (AARP) Fact Sheets on Nursing Homes:**

Title	Publication No.
New Protections of Nursing Home Residents' Rights	D13713
Encountering Problems in Nursing Homes	D13714
Medicaid Discrimination and Consumer Rights	D13715
The Nursing Home Regulatory System	D13716
Long-Term Care Ombudsman Program	D13717

Write to AARP to obtain a free copy of the above publications. Include the title and publication number.

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

- *Continuing Care Retirement Community: A Guidebook for Consumers* - American Association of Homes for the Aging

- *The Continuing Care Consumer Brochure: A Life Style Offering Security and Independence*, American Association of Homes for the Aging
- *Living Independently: Housing Choices for Older People* (brochure) - American Association of Homes for the Aging
- *Choosing a Nursing Home: A Guide to Quality Care* (brochure) - American Association of Homes for the Aging - Publication No. CF015
- *The Nursing Home and You: Partners in Caring for a Relative with Alzheimer's Disease* - American Association of Homes for the Aging

Write to the American Association of Homes for the Aging to receive a copy of the above publications:

AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

- *Guide to Choosing a Nursing Home* (HCFA-02174) - Department of Health and Human Services, Health Care Financing Administration

Write to HHS for a free copy:

HHS - HCFA
6325 Security Boulevard
Baltimore, MD 21207

With the exception of the Nursing Home Telephone Interview information, the housing alternative information was borrowed from two American Association of Retired Persons publications: *Tomorrow's Choices* **and** *Nursing Home Life: A Guide For Residents and Families* **and is reprinted here with permission from AARP.**

Section 3:
Legal Considerations

When an aging family member suddenly needs help with daily living tasks or must enter a nursing home, the emotions of such a change can interfere with a family's ability to make decisions. The decision making process can seem overwhelming, particularly if legal concerns are involved. While dealing with your parent's legal concerns may seem difficult, you need not feel overburdened. The best defense against confusion and uncertainty in coping with legal issues is to prepare ahead for change. The information in this section offers some suggestions for preparing you and your parents for the day they may need your assistance in handling their legal affairs. "Getting Your Affairs in Order" provides an easy process for aging parents to organize their legal affairs should they need assistance later on. The second part defines legal terms that relate to the aging field. Regardless of your circumstances, everyone should read this section and become familiar with the legal issues that affect many aging adults and their children.

GETTING YOUR AFFAIRS IN ORDER

Relatives and friends sometimes must help older people manage their legal or financial affairs temporarily or even gradually assume these responsibilities. Often the person who provides care has little knowledge of vital information and records. If papers are in order, the task is much simpler.

Although each situation is different, the following suggestions can help most people begin creating a financial and personal records file.

Personal Records File

A personal records file should include the following information:

- Full legal name;
- Social Security number;
- Legal residence;
- Date and place of birth;
- Names and addresses of spouse and children (or location of death certificates if any are deceased);
- Location of will or trust;
- Location of birth certificate and certificates of marriage, divorce, and citizenship;
- List of employers and dates of employment;
- Education and military records;
- Religious affiliation, name of church or synagogue, and names of clergy (if desired);
- Memberships in organizations and awards received;
- Names and addresses of close friends, relatives, doctors, and lawyers or financial advisors; and
- Requests, preferences, or prearrangement for burial.

A family member or friend should know the location of this personal records file and the location of all important papers and documents, although it is not necessary to reveal the contents of wills or trusts.

Financial Records File

In making a financial records file, list information about insurance policies, bank accounts, deeds, investments, and other valuables, using this outline:

- Sources of income and assets (pension funds, interest income, etc.);
- Social Security and Medicare information;
- Investment income (stocks, bonds, property);
- Insurance information (life, health, and property), with policy numbers;
- Bank accounts (checking, savings, and credit union);
- Location of safe deposit boxes;
- Copy of most recent income tax return;
- Liabilities--what is owed to whom and when payments are due;
- Mortgages and debts -- how and when paid;
- Credit card and charge account names and numbers;
- Property taxes; and
- Location of personal items such as jewelry or family treasures.

BEST COPY AVAILABLE

Having this information available can help you or a family member plan for any change in later years--retirements, a move, a death in your family--and can help you or a family member make wise decisions.

LEGAL DEFINITIONS

Many communities offer legal services. For those elderly who are unable to manage their own affairs appropriately, legal and/or protective services may be needed. Such services are designed to safeguard the rights and interests of older persons, to protect them from harm, to protect the property of older persons, and to provide advice and counsel to older persons and their families in dealing with financial and business concerns. Older persons and their families should become familiar with the following legal terms.

Power of Attorney

This is a legal device which permits one individual (the Principal) to give to another person (the attorney-in-fact) the authority to act on his or her behalf. The person with power of attorney is then authorized to handle banking and real estate, pay bills, incur expenses and handle a wide variety of legal affairs for a specific period of time. This can continue indefinitely as long as the person granting power of attorney remains competent and is capable of granting power of attorney. This kind of power of attorney expires when the Principal becomes comatose, mentally incompetent, or dies.

Durable Power of Attorney

Most people feel more secure knowing that, in the event of incapacity, a trusted person and not the courts will make decisions and carry out their wishes. A Durable Power of Attorney gives a specified person this right despite the physical or mental incompetence of the elder. It terminates only upon the death of the grantor (Principal) or if revoked by a legally appointed guardian or by the grantor if he or she remains competent.

Guardianships or Conservatorships

A guardianship or conservatorship, arranged through an attorney, blocks a person from acting on his or her own behalf. This arrangement is useful when a person is in-capable of managing financial and/or personal affairs, or does not know that he or she is managing poorly and this incapability poses a major threat to his or her well-being. All guardianships must be approved by a court and actions taken by a guardian are overseen by the court.

Social Security Representative

In the event an elder cannot sign a Social Security check, the Social Security office will appoint a person, institution, or community association as representative payee. The name on the Social Security check is changed from the direct beneficiary's to the payee's, and the payee is then responsible for distributing the money on behalf of the beneficiary. Social Security checks can also be directly deposited in most situations.

Making a Will

A will is a legal declaration of how the deceased wants his or her money, property, and other possessions disposed of after death. A will also can be used to determine guardianship of minor children and to set up trusts for heirs who may have an inadequate knowledge of how to manage inherited money or property.

Without a doubt, every person with property of any value should have a will. However, many people delay thinking about death and then die intestate, that is, the State distributes their estate according to the laws of the State. When drawing up a will, an individual should make a list of his or her resources and clarify and write down his or her wishes. The elder must choose an executor and witness to the will. The elder also has the responsibility to review it periodically, to keep it up-to-date, and to see that it is stored in a safe place. You should know where your elder's will is kept.

Living Wills

A living will is a document that allows people to state, while they are still able, their wishes regarding the use of extraordinary measures or procedures to keep them alive when it is evident that they are dying. The living will may also appoint someone else (a relative, friend or attorney) to direct health care if the person signing the living will is unable to do so.

In most cases, people who sign living wills want to be certain that they will not receive unwanted or unwarranted treatment if death is near and they have

no reasonable expectation of recovering. Others may want to make clear that they want to be at home when death is imminent, or that they want to donate their organs after death. Currently, 38 States and the District of Columbia have recognized the Living Will as legally binding under most circumstances.

Legal Aid

There are a few programs that will provide low-cost legal services to elders. Legal aid offices are set up to provide low income individuals with legal services if they meet eligibility guidelines. Elders can sometimes receive help with government forms, tax forms, wills, etc., from retired attorneys, volunteers from the Bar Association or paralegals who are supervised by an attorney. Some States have toll free telephone numbers that elders can call and talk with an attorney. Contact your local AAA or senior center for further information on these programs.

These definitions were borrowed from The Partnership Group, Inc. and are reprinted here with their permission.

Section 4:
Financial Considerations

The information in this section briefly discusses financial considerations that you and your parent may wish to consider. The information is in no way intended as financial advice nor as a comprehensive overview of older adult financial concerns. Instead, this section is intended to introduce you to or remind you of some common financial topics that concern older adults.

Most of the information concerns Social Security income. To receive additional information on any topics listed below contact the Social Security Administration. The Social Security Administration can answer many questions about the Social Security system and can send you free informative brochures on its programs. Refer to the resources listed at the end of the Social Security and health insurance sections for a partial listing of these publications.

SOCIAL SECURITY

Social Security--The General Idea

The basic idea behind Social Security is a simple one. An individual pays taxes to the system during his or her working years, and the individual and members of his or her family receive monthly benefits when he or she retires or becomes disabled. Or, survivors collect benefits when an individual dies.

Here's An Important Point: Social Security is **not** intended to be an individual's only source of income. Instead, it is meant to be used to supplement the pensions, insurance, savings, and other investments accumulated during the working years.

There are three types of Social Security benefits.

1- Retirement Benefits provide retirement income to retired workers and their families.
2- Survivors Benefits provide income security to family members upon the death of a breadwinner.
3- Disability Benefits provide protection against the loss of family income due to the disability of a breadwinner.

What is Supplement Security Income?

SSI is short for Supplemental Security Income. It pays monthly checks to people who are **65 or older or disabled, or blind** and who have low incomes and few assets. SSI isn't just for adults. Monthly checks can go to disabled and blind children, too. People who get SSI usually get **food stamps and Medicaid,** too.

The amount of SSI money your parent receives depends on where your parent lives. The basic SSI check is the same nationwide. However, many States add money to the basic check. Call the Social Security Administration's toll free number - 1-800-772-1213 - to find out the amounts for your parent's State.

Signing Up

For disability, survivors, and SSI benefits, your parent should apply as soon as he or she is eligible. When signing up for retirement, Social Security asks that an individual do so about three months before he or she wants the benefits to start.

When Individuals Need Help Handling Their Benefits

Sometimes Social Security or SSI recipients are not able to handle their own financial affairs. In those cases, the Social Security Administration turns to a relative, a friend, or another interested party to handle a person's Social Security matters. This person becomes the "representative payee." All Social Security or SSI benefits due are made payable in the payee's name on behalf of the beneficiary. Contact the Social Security Administration for more information.

For further information about any Social Security Program or to apply

Call SSA's Toll Free Number

1-800-772-1213

Monday - Friday
7 a.m. - 7 p.m.
(Eastern Standard Time)

or

Contact your local Social Security office

BOOKLETS AVAILABLE

The Social Security Administration produces many publications and fact sheets designed to help explain these programs to you or your elders. Here is a list of some you may find helpful:

Retirement - A guide to Social Security retirement benefits

Disability - A guide to Social Security disability benefits

Survivors - A guide to Social Security survivors benefits

Medicare - A guide to the Medicare program

Supplemental Security Income - A guide to the SSI program

Understanding Social Security - A comprehensive explanation of all the Social Security Programs

A Guide For Representative Payees - A guide for representative payees

To obtain free copies of the above, call or write the Social Security Administration:

Department of Health and Human Services
Social Security Administration
Baltimore, MD 21235
Toll Free 1-800-772-1213

ADDITIONAL FINANCIAL RESOURCES FOR WOMEN

Women and Money: The Independent Woman's Guide to Financial Security for Life, by Frances Leonard

To receive a copy of this book, write to the Older Women's League at the address below and include a check or money order for $12.95.

OWL
666 11th Street, NW., Suite 700
Washington, DC 20001

Tax Information

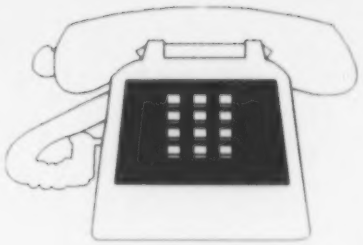
The following list of tax publications may be useful in understanding the often complex tax laws that govern an older adult's money. You may need to contact a lawyer to receive additional assistance.

Contact the Internal Revenue Service toll free at **1-800-829-3676** to order the following free tax guides:

- *Tax Information for Older Americans*- Publication No. 554
- *Social Security Benefits and Equivalent Railroad Retirement Benefits*- Publication No. 915
- *Credit for the Elderly or the Disabled* -Publication No. 524
- *Tax Information for Survivors, Executors, and Administrators* - Publication No. 559
- *Pension and Annuity Income* -Publication No. 575
- *Child and Dependent Care Expenses* -Publication No. 503
- *Tax Rules for Children and Dependents* - Publication No. 929
- *Tax Counseling for the Elderly Handbook* Publication No. 1114
- *Guide to Free Tax Services* - Publication No. 910

Tax Assistance

Contact the IRS toll free at **1-800-829-1040** to receive assistance in filling out tax forms for older persons. The IRS will refer you to a volunteer tax assistant in your area.



Section 5:
Health Insurance

The information listed below briefly describes Government funded health insurance programs for older adults. To receive further information on any of these programs contact the Social Security Administration toll free at **1-800-772-1213** or contact your local Social Security office.

Medicare

Medicare is our country's health insurance program for people 65 or older, certain disabled people under 65, and people of any age who have permanent kidney failure. It provides basic protection against the cost of health care, *but it doesn't cover all medical expenses*.

Medicare has two parts: Hospital Insurance (Part A) and Medical Insurance (Part B). Hospital Insurance helps pay for inpatient hospital care, skilled nursing facility care, home health care, and hospice care. It is paid for by the payroll tax Federal Insurance Contribution Act (FICA) that also pays for Social Security. Medical Insurance helps pay for doctors' services, outpatient hospital services, ambulance services, diagnostic tests, therapies, durable medical equipment, medical supplies, and prosthetic devices. Medical Insurance is financed by monthly premiums paid by people who choose to enroll.

Medicaid

Many people think that Medicaid and Medicare are two different names for the same program. But actually, Medicaid is a State-run program designed primarily to help the elderly and others with low income and little or no resources. Each State has its own rules about who is eligible and what is covered under Medicaid. However, all States cover basic inpatient and outpatient medical services, and various additional services may be provided at the option of the individual States.

QMB

If your parent gets Medicare, and has little income or resources, he or she may be eligible for the "**Qualified Medicare Beneficiary**" -- or QMB -- Program. If your parent qualifies, the State he or she lives in will pay their Medicare premiums, deductibles, and coinsurance. If you think your parent may qualify, contact his or her State or local medical assistance (Medicaid) agency, social services office, or welfare office for information.

Medigap

Medicare provides *basic* health care coverage, but it doesn't pay all medical expenses, and it doesn't pay for most long-term care. For this reason, many private companies sell insurance to fill the gaps in Medicare coverage. This kind of insurance is often called "**Medigap**" for short. Contact the Health Care Financing Administration's Medigap Hotline toll free at 1-800-638-6833 for more information on Medigap.

When Individuals Need Help Handling Their Benefits

See the section *Financial Considerations* for an explanation of the representative payee system.

Booklets Available

The Social Security Administration (the organization that provides information about the Medicare program) and the Health Care Financing Administration (the organization that administers the Medicare program) produce many publications and fact sheets designed to help explain these programs to you or your parents. Here is a list of some you may find helpful:

- *Medicare* - A straight-forward guide to the Medicare program.
- *You Should Know About QMB* - A guide to the QMB program.
- *A Guide for Representative Payees* - A guide for representative payees.

Write or call the Social Security Administration for a free copy of the above publications:

Social Security Administration
Public Information Distribution Center
Public Affairs Office, P.O. Box 17743
Baltimore, MD 21235
Toll free 1-800-772-1213

- *The Medicare 1996 Handbook* - A handbook of the Medicare program.

- *Medicare: Hospice Benefits* - A guide to the medical and support services available to Medicare beneficiaries with terminal illnesses.

- *Medicare and Advance Directives* - A guide to what action elders need to take to make sure that decisions made now - in advance of becoming ill - will be followed in the event they become physically or mentally unable to communicate their wishes about the type of treatment they wish to receive or who can make those decisions.

Write or call the Health Care Financing Administration to obtain a free copy of the above publications:

Medicare Publications
Health Care Financing Administration
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.
Eastern Standard Time

Medigap Resources

- *1996 Guide to Health Insurance for People With Medicare*
  Health Care Financing Administration

Write or call the Health Care Financing Administration for a free copy:

Medicare Publications
Health Care Financing Administration
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.

- *Medigap: Medicare Supplemental Insurance - A Consumer's Guide* - American Association of Retired Persons Publication Number D-14042

- *Before You Buy: A Guide to Long-Term Care Insurance* - American Association of Retired Persons Publication No. D-12893.

Write to AARP for a free copy of the above publications. Include the title and publication number.

AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Section 6: Caregivers

Sometimes it is difficult for a caregiver to remember that he or she has needs that should be met. Often, a caregiver does not even realize that he or she is a caregiver. Ask yourself the following questions:

- Am I concerned about the safety or welfare of an aging relative or friend?
- Do I help an older person from time to time with household tasks such as grocery shopping, paying bills, or house cleaning?
- Am I providing personal care -- bathing, feeding, grooming -- to an older adult who needs assistance in these areas?

If you answered YES to any of these questions, you are a *caregiver*. *Caregiver* is a term describing a person who is concerned about or provides assistance to another because of physical or mental limitations. A caregiver can help anyone -- a child, a disabled person, or an aging individual. However, this handbook is intended to help people like yourself, *caregivers of older adults*.

Your agency's Employee Assistance Program (EAP) may be helpful in assisting you with problems or concerns you may be experiencing as a caregiver. An EAP counselor also can direct you to the appropriate resources that will help your parent. In addition to the listings in this book, there are many other resources available to help caregivers do their jobs. If you would like to receive a fact sheet on caregiving, a pamphlet titled "*Caregiving: 1st Line of Defense*," or a resource list of national organizations that offer free or low-cost resources, contact the Older Women's League (OWL) at **1-800-TAKE OWL** from 9:00 a.m. - 5:00 p.m. (eastern standard time). The OWL is a non-profit organization that seeks to educate the public about issues affecting middle-aged and older women.

This section of the book was written with the assistance of the Older Women's League.

ELDER CARE APPENDICES

A. Area Agencies on Aging (Partial Listing)

B. State Long-Term Care Ombudsman Offices

C. Nursing Home Tips and Checklist

D. Selecting a Home Health Care Agency Checklist

E. Federal and National Elder Care Organizations

F. Elder Care Resources

Appendix A:
Area Agencies on Aging (Partial Listing)

Area Agencies on Aging (AAA) are located in approximately 300 communities throughout the United States and are there to assist you in obtaining services for your elderly parent or relative. Among the variety of questions the AAA staff can answer for you are:

- What types of day care or nursing care are available in my parent's community?
- How can I arrange to have meals delivered to my parent's home?
- Can transportation be provided to bring my parent to doctor appointments?
- How can I find someone to help my parent with household chores and home maintenance?
- Where can my parent get financial counseling?
- Where can my parent get legal counseling?
- How can I arrange for my parent's Social Security check to be deposited directly into his or her checking account?
- How can I learn whether my parent is covered by Medicaid and what types of services are covered?

To keep the handbook to a manageable size, we have listed only those AAAs in metropolitan areas which have more than one thousand Federal employees. They are listed alphabetically by State. If the AAA in your parent's community is not listed in this directory, you can phone the Eldercare Locator toll free at 1-800-677-1116, the State AAA office, or the AAA in your own local community to obtain the phone number of the AAA in your parent's community.

ALABAMA

Alabama Commission on Aging
770 Washington Avenue, Suite 470
RSA Plaza
Montgomery, AL 36130
(205) 242-5743
Toll Free 1-800-243-5463 (In State)

East Alabama Commission Area Agency on Aging
P.O. Box 2186
Anniston, AL 36202
(205) 237-6741
Toll Free 1-800-239-6741 (In State)

Jefferson County Office of Senior Citizens
2601 Highland Avenue South
Birmingham, AL 35205
(205) 325-1416

North Alabama Regional Council of Governments Area Agency on Aging
402 Lee Street, NE.
P.O. Box C
Decatur, AL 35602
(205) 355-4515

Southern Alabama Regional Council on Aging
230 North Oates Street
Dothan, AL 36302
(205) 793-6843
Toll Free 1-800-239-3507 (In State)

Top of Alabama Regional Council of Governments Area Agency on Aging
115 Washington Street
Huntsville, AL 35801
(205) 533-3330

South Alabama Regional Planning
Commission/Area Agency on Aging
651 Church Street, P.O. Box 1665
Mobile, AL 36633-1665
(205) 433-6541

Central Alabama Aging Consortium
818 South Perry Street, Suite 1
Montgomery, AL 36104
(205) 240-4666

South Central Alabama Development
Commission/Area Agency on Aging
5900 Carmichael Place
Montgomery, AL 36117
(205) 244-6903

West Alabama Planning and Development Council
Area Agency on Aging
4200 Highway 69 N., Suite 1
N. Port, AL 35476
(205) 333-2990
Toll Free 1-800-239-4049 (In State)

ALASKA

Alaskans Commission on Aging
Department of Administration
333 Willoughby Aveaue, P.O. Box 110211
Juneau, AK 99811-0211
(907) 465-3250

ARIZONA

Aging and Adult Administration
Department of Economic Security
1789 W. Jefferson Street, 2SW, 950A
Phoenix, AZ 85007
(602) 542-4446
Toll Free 1-800-362-3474 (In State)

Area Agency on Aging - Region I
1366 E. Thomas Road, Suite 108
Phoenix, AZ 85014
(602) 264-2255

Intertribal Council of Arizona, Inc.
4205 N. 7th Avenue, Suite 200
Phoenix, AZ 85013
(602) 248-0071

Pima Council on Aging
5055 E. Broadway
Bldg. C-104
Tucson, AZ 85711
(520) 790-7262

ARKANSAS

Division of Aging and Adult Services
Arkansas Department of Human Services
7th and Main Street
P.O. Box 1437, Slot 1412
Little Rock, AR 72203
(501) 682-2441

Area Agency on Aging of Western Arkansas
P.O. Box 1724
Fort Smith, AR 72902
(501) 783-4500
Toll Free 1-800-737-1827

Carelink
700 Riverfront Drive
P.O. Box 5988
N. Little Rock, AR 72119
(501) 372-5300
Toll Free 1-800-482-6359 (In State)
8:00 a.m. - 4:30 p.m.

Arkansas Area Agency on Aging of Southeast Arkansas
709 East 8th Avenue
P.O. Box 8569
Pine Bluff, AR 71611
(501) 534-3268
Toll Free 1-800-264-3260
7:30 .m. - 5:00 p.m.

CALIFORNIA

Department of Aging
1600 K Street
Sacramento, CA 95814
(916) 322-3887

Kern County Office on Aging
1415 Truxton Avenue
Bakersfield, CA 93301
(805) 861-2445

Fresno-Madera Area Agency on Aging
2220 Tulare Street, Suite 1200
Fresno, CA 93721
(209) 488-3821
Toll Free 1-800-287-8722 (In State)

City of Los Angeles Department of Aging
600 S. Spring Street, Suite 900
Los Angeles, CA 90014
(213) 890-9600
Toll Free 1-800-634-6516 (In State)

Los Angeles County Area Agency on Aging
3175 W. 6th Street, Suite 400
Los Angeles, CA 90020
(213) 738-4004

Area 4 Agency on Aging
2862 Arden Way, Suite 101
Sacramento, CA 95825
(916) 486-1876

Office for Aging and Community Services
Monterey County Department of Social Services
1000 S. Main Street, Suite 202
Salinas, CA 93901
(408) 755-8490

Office on Aging
San Bernardino County
686 East Mill Street
San Bernardino, CA 92415-0640
(909) 387-2412

San Diego County Area Agency on Aging
9335 Hazard Way, Suite 100
San Diego, CA 92123
(619) 495-5885
Toll Free 1-800-339-4661 (In County)

San Francisco City and County Commission on Aging
25 Van Ness Avenue, Suite 650
San Francisco, CA 94102
(415) 864-6051

Council on Aging of Santa Clara County, Inc.
2115 The Alameda
San Jose, CA 95126
(408) 345-4532

Central Coast Commission for Senior Citizens
208 W. Main Street, Suite B
Santa Maria, CA 93454-5027
(805) 925-9554

Sonoma County Area Agency on Aging
940 Hopper Avenue
Santa Rosa, CA 95403
(707) 524-7250

Department of Aging
Children's and Community Services
102 S. San Joaquin Street
P.O. Box 201056
Stockton, CA 95201
(209) 468-3780

Solano-Napa Agency on Aging, Inc.
601 Sacramento St., Suite 1401
Vallejo, CA 94590
(707) 644-6612

COLORADO

Aging and Adult Services
Department of Social Services
110 16th St.
Denver, CO 80202
(303) 620-4147

Pikes Peak Area Agency on Aging
15 South 7th Street
Colorado Springs, CO 80905
(719) 471-2096

Denver Regional Council of Governments
2480 W 26th Avenue, Suite 200B
Denver, CO 80211
(303) 455-1000

Larimer County Office on Aging
1525 Blue Spruce
Fort Collins, CO 80524
(303) 498-6800

Pueblo Area Agency on Aging
1120 Court Street, Suite 101
Pueblo, CO 81003
(719) 583-6611

CONNECTICUT

Connecticut Department on Aging
25 Sigourney St.
Hartford, CT 06106
(860) 424-5360
Toll Free 1-800-443-9946 (In State)

Southwestern Connecticut Area
Agency on Aging
25 Van Zant Street
Suite 15-8
Norwalk, CT 06855
(203) 853-7189

North Central Connecticut Area Agency on Aging
2 Hartford Square W
Suite 101
Hartford, CT 06106
(203) 724-6443

Eastern Connecticut Area Agency on Aging
401 W. Thames Street, Upper Road
Norwich, CT 06360
(203) 887-3561

Western Connecticut Area Agency on Aging
255 Bank St., 2nd Flr.
Waterbury, CT 06702
(203) 757-5449

DELAWARE

Division on Aging
Department of Health and Social Services
Oxford Bldg.
256 Chapman Rd., Suite 200
New Ark, DE 19720
(302) 577-4791
Toll Free 1-800-223-9074
8:00 a.m. - 4:30 p.m.

DISTRICT OF COLUMBIA

District of Columbia Office on Aging
441 4th St., NW
Suite 900 S.
Washington, D.C. 20005
(202) 724-5622

FLORIDA

Program of Aging and Adult Services
Department of Elder Affairs
Building E - Room 317
1317 Winewood Boulevard
Tallahassee, FL 32399-0700
(904) 922-5297

Area Agency on Aging of Broward County, Inc.
5345 NW. 35th Avenue
Ft. Lauderdale, FL 33309
(305) 484-4357

Area Agency on Aging of South Central Florida
2285 First St.
Fort Myers, FL 33901-2895
(813) 332-4233

Mid-Florida Area Agency on Aging, Inc.
P. O. Box 141380
Gainesville, FL 36214
(904) 378-6649
Toll Free 1-800-262-2243 (In State)
8:00 a.m. - 5:30 p.m.

Northeast Florida Area Agency on Aging, Inc.
590 S. Ellis Rd.
Jacksonville, FL 32254
(904) 786-5111

Alliance for Aging, Inc.
9500 South Dadeland Boulevard
Suite 400
Miami, FL 33156
(305) 670-6500

Northwest Florida Area Agency on Aging, Inc.
6706 North 9th Avenue
Building A, Suite 1
Pensacola, FL 32504-7398
(904) 484-5150

Tampa Bay Regional Planning Council
Area Agency on Aging
9455 Koger Boulevard
Hendry Building
St. Petersburg, FL 33702
(813) 577-5151

BEST COPY AVAILABLE

Area Agency on Aging for North Florida
2639 North Monroe Street, Suite 145-B
Tallahassee, FL 32303
(904) 488-0055

West Central Florida Area Agency on Aging
5911 Breckenridge Pkwy., Suite B
Tampa, FL 33610
(813) 623-2244
Toll Free 1-800-336-2226 (In State)

GEORGIA

Office of Aging
2 Peachtree Street, NE., Suite 18,403
Atlanta, GA 30303
(404) 364-2626

Sowega Council on Aging, Inc.
Area Agency on Agency
309 Pine Avenue
Albany, GA 31701
(912) 432-1124

Northeast Georgia RDC Area Agency on Aging
305 Research Drive
Athens, GA 30610
(706) 369-5650

Atlanta Regional Commission
Aging Services Division
200 Northcreek, Suite 300
3715 Northside Parkway
Atlanta, GA 30327
(404) 364-2626

Central Savannah River Area Regional
Area Agency on Aging
2123 Wrightsboro Road
P.O. Box 2800
Augusta, GA 30914-2800
(706) 737-1823

Lower Chattahoochee Regional Development Center
Area Agency on Aging
1428 2nd Avenue
Columbus, GA 31902-1908
(706) 649-7468

Middle Georgia Regional Development Center
Area Agency on Aging
175-C Emery Hwy.
Macon, GA 31201
(912) 751-6160

HAWAII

Executive Office on Aging
Office of the Governor
335 Merchant Street, Room 241
Honolulu, HI 96813
(808) 586-0100
Toll Free 1-800-468-4644 (In State)

Elderly Affairs Division
715 S. King Street, #500
Honolulu, HI 96813
(808) 523-4545

IDAHO

Idaho Commission on Aging
700 W. Jefferson, Rm. 108
P.O. Box 83720
Boise, ID 83720-0007
(208) 334-3833

ILLINOIS

Illinois Department on Aging
421 East Capital Avenue, #100
Springfield, IL 62701-1789
(217) 785-3356
Toll Free 1-800-252-8966 (In State)

Chicago Department on Aging
510 North Pestigo Court, 3A
Chicago, IL 60611
(312) 744-4016

Suburban Area Agency on Aging
1146 Westgate, Suite LL112
Oak Park, IL 60301-1054
(708) 383-0258

Central Illinois Agency on Aging, Inc.
700 Hamilton Boulevard
Peoria, IL 61603
(309) 674-2071

NW Illinois Area Agency on Aging
638 Hollister Avenue
Rockford, IL 61108
(815) 226-4901

Project LIFE Area Agency on Aging
2141 West White Oaks Dr.
Suite C
Springfield, IL 62704
(217) 787-9234
Toll Free 1-800-252-2918 (In State)

INDIANA

Aging/In-Home Services
Division of Aging and Rehabilitative Services
402 W. Washington Street, Room W454
P.O. Box 7083
Indianapolis, IN 46207-7083
(317) 232-7020
Toll Free 1-800-545-7763

SW Indiana Regional Council on Aging
7 S.E. Martin Luther King Jr. Boulevard
P.O. Box 3938
Evansville, IN 47737-3938
(812) 464-7800
Toll Free 1-800-253-2188 (In State)

Northeast Area III Council on Aging, Inc.
Aging and Inhome Services
201 E. Rudisill Blvd.
Suite 208
Fort Wayne, IN 46806
(219) 426-0060
Toll Free 1-800-552-3662

Area 1 Agency on Aging
Lake County Economic Opportunity Council
5518 Calumet Avenue
Hammond, IN 46320
(219) 937-3500

Central Indiana Council on Aging
4755 Kingsway Drive
Suite 200
Indianapolis, IN 46205-1560
(317) 254-5465

Area 2 Agency on Aging/REAL Services
1151 S. Michigan St.
P.O. Box 1835
South Bend, IN 46634
(219) 233-8205
Toll Free 1-800-552-2916 (In State)

West Central Indiana Economic Development District
1718 Wabash Avenue
P.O. Box 359
Terre Haute, IN 47808
(812) 238-1561
Toll Free 1-800-489-1561

IOWA

Department of Elder Affairs
Clemens Bldg., 3rd Flr.
210th Street
Des Moines, IA 50319
(515) 281-5187

Heritage Area Agency on Aging
6301 Kirkwood Boulevard, SW.
P.O. Box 2068
Cedar Rapids, IA 52406
(319) 398-5559

Great River Bend Area IX Agency on Aging
P.O. Box 3008
Davenport, IA 52808-3008
(319) 324-9085
Toll Free 1-800-551-7323

Aging Resources of Central Iowa
5835 Grand Ave., Suite 106
Des Moines, IA 50312-1439
(515) 255-1310

KANSAS

Department on Aging
Docking State Office Building, Rm. 150
915 SW. Harrison
Topeka, KS 66612-1500
(913) 296-4986
Toll Free 1-800-432-3535

Wyandotte-Leavenworth Area Agency on Aging
9400 State Avenue
Kansas City, KS 66112
(913) 596-9231

Jayhawk Area Agency on Aging
1195 Buchanan, Suite 103
Topeka, KS 66604
(913) 235-1367

Central Plains Area Agency on Aging
510 North Main Street
Wichita, KS 67203
(316) 383-7298

KENTUCKY

Division of Aging Services
Cabinet for Human Resources
5th Floor West, CHR Building
275 East Main Street
Frankfort, KY 40621
(502) 564-6930

Bluegrass Area Agency on Aging
699 Perimeter Dr.
Lexington, KY 40517
(606) 266-6873

Kentucky Regional Planning and Development Agency
11520 Commonwealth Drive
Louisville, KY 40299
(502) 266-6084

LOUISIANA

Governor's Office of Elderly Affairs
P.O. Box 80374
4550 North Boulevard, 2nd Floor
Baton Rouge, LA 70806
(504) 925-1700

Kisatchie Delta Area Agency on Aging
P.O. Box 12248
Alexandria, LA 71315
(318) 487-5454

Capital Area Agency on Aging
Carrollton Office Bldg.
6554 Florida Blvd., Suite 121
P.O. Box 66038
Baton Rouge, LA 70806-6038
(504) 922-2525

East Baton Rouge Council on Aging
5790 Florida Boulevard
Baton Rouge, LA 70806
(504) 923-8012

New Orleans Council on Aging
2475 Canal Street, Suite 400 Zip-70119
P.O. Box 19067
New Orleans, LA 70179-0067
(504) 821-4121

Caddo Council on Aging, Inc.
4015 Greenwood Rd.
Shreveport, LA 71109-6422
(318) 632-2090
Toll Free 1-800-256-3003 (In State)
8:00 a.m. - 4:30 p.m.

MAINE

Bureau of Elder and Adult Services
Department of Human Services
State House, Station 11
35 Anthony Avenue
Augusta, ME 04333-0011
(207) 624-5335

Southern Maine Area Agency on Aging, Inc.
P.O. Box 10480
Portland, ME 04104
(207) 775-6503
Toll Free 1-800-427-7411 (In State)

MARYLAND

Maryland Office on Aging
State Office Building
301 West Preston Street, Room 1004
Baltimore, MD 21201
(410) 225-1100
Toll Free 1-800-243-3425

Baltimore City Commission on Aging
Retirement Education--CARE
34 Market Pl., 3rd Flr., Suite 300
Baltimore, MD 21202
(410) 396-4932

Baltimore County Department of Aging
611 Central Avenue
Towson, MD 21204
(410) 887-2594

Area Agency on Aging
Anne Arundel County
2666 Riva Rd., Suite 400
Annapolis, MD 21401
(410) 222-4464
Toll Free 1-800-492-2499 (In State)

Washington County Commission on Aging
9 Public Square
Hagerstown, MD 21740
(301) 790-0275

Prince George's Aging Services Div.
Department of Family Services
5012 Rhode Island Avenue
Hyattsville, MD 20781
(301) 699-2696

Montgomery County Government
Division of Elder Affairs
3950 Ferrara Dr.
Wheaton, MD 20906
(301) 468-4443

MASSACHUSETTS

Executive Office of Elder Affairs
One Ashburton Place, 5th Floor
Boston, MA 02108
(617) 727-7750
Toll Free 1-800-882-2003 (In State)

Boston Commission on Affairs of the Elderly
Boston Hall, Room 806
Boston, MA 02201
(617) 635-3993

Elder Services of Merrimack Valley, Inc.
360 Merrimack Street, Building 5
Lawrence, MA 01843
(508) 683-7747
Toll Free 1-800-892-0890 (In State)

Greater Springfield Senior Services, Inc.
66 Industry Avenue
Springfield, MA 01104
(413) 781-8800
Toll Free 1-800-649-3641 (In State)

MICHIGAN

Office of Services to the Aging
611 West Ottawa St.
P.O. Box 30026
Lansing, MI 48909
(517) 373-8230

Detroit Area Agency on Aging
1100 Michigan Building
220 Bagley Street
Detroit, MI 48226-1410
(313) 222-5330

Valley Area Agency on Aging
711 North Saginaw Street, Room 325
Flint, MI 48503
(810) 239-7671

Area Agency on Aging of Western Michigan
1279 Cedar Street, NW.
Grand Rapids, MI 49503
(616) 456-5664

Tri-County Office on Aging
3315 S. Penn. Ave.
Lansing, MI 48910-0714
(517) 887-1440

MINNESOTA

Board on Aging
444 Lafayette Road, 4th Floor
St. Paul, MN 55155-3843
(612) 296-2770
Toll Free 1-800-333-2433 (In State)

Arrowhead Area Agency on Aging
330 Canal Park Drive
Duluth, MN 55802
(218) 722-5545
Toll Free 1-800-232-0707 (In State)
8:00 a.m. - 5:00 p.m.

Central Minnesota Council on Aging
600 25th Avenue South, Suite 206
St. Cloud, MN 56301
(612) 253-9349
Toll Free 1-800-333-2433 (In State)
8:00 a.m. - 4:30 p.m.

Metropolitan Council Area Agency on Aging
230 East Fifth Street
St. Paul, MN 55101
(612) 291-7428

MISSISSIPPI

Council on Aging
Division of Aging and Adult Services
750 N. State St.
Jackson, Mississippi 39202
(601) 359-4929
Toll Free 1-800-345-6347 (In State)

Area Agency on Aging of Southern Mississippi
1020 32nd Avenue
Gulfport, MS 39501
(601) 868-2326
Toll Free 1-800-444-8014

Central Mississippi Area Agency on Aging
1170 Lakeland Drive
Jackson. MS 39296
(601) 981-1516

MISSOURI

Division of Aging
Department of Social Services
615 Howerton Court
P.O. Box 1337
Jefferson City, Missouri 65109
(314) 751-3082
Toll Free 1-800-235-5503
7:3- a.m. - 11:00 p.m.

Central Missouri Area Agency on Aging
Parkade Center, Suite 216 B
1121 Business Loop - 70 East
Columbia, MO 25201
(314) 443-5823

Mid-America Regional Council
Department of Aging Services
600 Broadway
300 Rivergate Center
Kansas City, MO 64105
(816) 474-4240

Southwest Missouri Office on Aging
317 Park Central East
P.O. Box 50805
Springfield, MO 65805
(417) 862-0762
Toll Free 1-800-497-0822 (In State)
8:30 a.m. - 4:45 p.m.

St. Louis Area Agency on Aging
634 N. Grand Avenue
Suite 721
St. Louis, MO 63103
(314) 658-1168

MONTANA

Governor's Office on Aging
State Capitol Building
Helena, MT 59620
(406) 444-3111-0801
Toll Free 1-800-332-2272 (In State)

Area VII Agency on Aging
1445 Avenue B
Post Office Box 21838
Billings, MT 59102
(406) 252-4812
Toll Free 1-800-758-4812
8:00 a.m. - 4:30 p.m.

Area VIII Agency on Aging Cascade County
501 Day Dr.
Great Fall, MT 59404
(406) 454-6990

NEBRASKA

Nebraska Department on Aging
301 Centennial Mall South
P.O. Box 95044
Lincoln, NE 68509-5044
(402) 471-2306
Toll Free 1-800-942-7830 (In State)

Lincoln Area Agency on Aging
129 N. 10th Street, Room 241
Lincoln, NE 68508-3648
(402) 441-7070
Toll Free 1-800-247-0938 (In State)

Northeast Nebraska Area Agency on Aging
White Stone Building
P.O. Box 1447
Norfolk, NE 68702
(402) 370-3454
Toll Free 1-800-672-8368
8:00 a.m. - 5:00 p.m.

Eastern Nebraska Office on Aging
7400 Court Bldg.
808 S. 74th Plaza, Suite 200
Omaha, NE 68114-4676
(402) 444-6444

NEVADA

Department of Human Resources
Division for Aging Services
340 North 11th Street, Suite 203
Las Vegas, NV 89101
(702) 486-3545

NEW HAMPSHIRE

Division of Elderly and Adult Services
115 Pleasant St.
Annex Bldg. 1
Concord, NH 03301
(603) 271-4394
Toll Free 1-800-351-1888 (In State)

NEW JERSEY

Division on Aging
Department of Community Affairs
CN 807 South Broad and Front Streets
Trenton, NJ 08625-0807
(609) 292-0920
Toll Free 1-800-792-8820 (In State)

Atlantic County Division on Aging
1333 Atlantic Avenue, 3rd Floor
Atlantic City, NJ 08401
(609) 345-6700 ext. 2804
Toll Free 1-800-982-7587 (In State)

Hunterdon County Office on Aging
6 Gauntt Place
Flemington, NJ 08822
(908) 788-1362
Toll Free 1-800-792-8820 (In State)

Monmouth County Office on Aging
Hall of Records Annex
Freehold, NJ 07728
(908) 431-7450

Bergen County Division on Aging
21 Main Street
Court Plaza South
West Wing, Room 109 W.
Hackensack, NJ 07601-7000
(201) 646-2625
Toll Free 1-800-792-8820 (In State)

Passaic County Office on Aging
675 Goffle Road
Hawthorne, NJ 07506
(201) 881-4950
Toll Free 1-800-223-0556 (In State)

Hudson County Office on Aging
Department of Human Services
567 Pavonia Avenue
Jersey City, NJ 07306
(201) 915-1171

Middlesex County Office on Aging
841 Georges Road
No. Brunswick, NJ 08902
(908) 745-3293

Somerset County Office on Aging
P.O. Box 3000
Summerville, NJ 08876
(908) 231-7176

Ocean County Office on Aging
239 Washington St.
P.O. Box 2191
Toms River, NJ 08754
(908) 929-2091

Mercer County Office on Aging
640 S. Broad Street, P.O. Box 8068
Trenton, NJ 08650-0068
(609) 989-6661
Toll Free 1-800-792-8820 (In State)

NEW MEXICO

State Agency on Aging
La Villa Rivera Building
228 East Palace Avenue
Santa Fe, NM 87501
(505) 827-7640
Toll Free 1-800-432-2080

City of Albuquerque Area Agency on Agency
714 7th Street, SW.
Albuquerque, NM 87102
(505) 764-6400

North Central New Mexico Economic Development
District - Area Agency on Aging
P.O. Box 5115
Sante Fe, NM 87502
(505) 827-7313

NEW YORK

New York State Office for the Aging
Empire State Plaza
Agency Building 2
Albany, New York 12223
(518) 474-4425
Toll Free 1-800-342-9871 (In State)

Albany County Department for the Aging
112 State Street, Room 710
Albany, NY 12207-2005
(518) 447-7177

Broome County Office for Aging
County Building, Government Plaza
P.O. Box 1766
Binghampton, NY 13902
(607) 778-2411

Erie County Department of Senior Services
95 Franklin Street
Buffalo, NY 14202-3963
(716) 858-8526

Orange County Office for the Aging
30 Matthews Street, Suite 201
Goshen, NY 10924-1531
(914) 294-5151, Ext. 1560

Niagara County Office for the Aging
Switzer Building
100 Davison Road
Lockport, NY 14094-3396
(716) 439-7833

New York City Department for the Aging
2 Lafayette Street
New York, NY 10007
(212) 442-1322

Dutchess County Office for the Aging
488 Main Street
Poughkeepsie, NY 12601-3489
(914) 486-2555

Monroe County Office for the Aging
375 Westfall Road
Rochester, NY 14620-4678
(716) 274-8181

Metropolitan Commission on Aging
(Onondaga County)
421 Montgomery Street
Syracuse, NY 13202-2911
(315) 474-7011

Department of Community Services
800 Park Avenue
Utica, NY 13501
(315) 798-5770
Toll Free 1-800-541-0151 (In State)

NORTH CAROLINA

Division of Aging
693 Palmer Drive
Caller Box 29531
Raleigh, North Carolina 27626-0531
(919) 733-3983
Toll Free 1-800-662-7030 (In State)

Land of Sky Regional Council
25 Heritage Drive
Asheville, NC 28806
(704) 251-6622

Centralina Area Agency on Aging
P.O. Box 35008
Charlotte, NC 28235
(704) 372-2416

MidCarolina Area Agency on Aging
P.O. Drawer 1510
Fayetteville, NC 28302
(910) 323-4191
Toll Free 1-800-662-7030 (In State)

Piedmont Triad Council of Governments
Area Agency on Aging
2216 W. Meadowview Road, Suite 201
Greensboro, NC 27407-3480
(910) 294-4950

NORTH DAKOTA

Aging Services Division
Department of Human Services
1929 N. Washington Street
P.O. Box 7070
Bismark, ND 58507-7070
(701) 328-2577
Toll Free 1-800-472-2622

OHIO

Ohio Department of Aging
50 West Broad Street - 9th Floor
Columbus, OH 43215-5928
(614) 466-5500

Area Office on Aging 10B, Inc.
1550 Corporate Woods Parkway
Suite 100
Uniontown, OH 44685
(216) 896-9172
Toll Free 1-800-421-7277 (In State)

Council on Aging, Cincinnati Area
Holiday Office Park, Suite 1100
644 Linn Street
Cincinnati, OH 45203
(513) 721-1025

Western Reserve Area Agency on Aging
925 Euclid Avenue, Suite 600
Cleveland, OH 44115
(216) 621-8010

Central Ohio Area Agency on Aging
174 E. Long Street
Columbus, OH 43215
(614) 645-7250
Toll Free 1-800-589-7277

Area Agency on Aging, PSA #2
6 South Patterson Blvd.
Dayton, OH 45402
(513) 341-3000
Toll Free 1-800-258-7277 (In State)

Area Agency on Aging of Northwestern Ohio
2155 Arlington Avenue
Toledo, OH 43609
(419) 382-0624

District XI Area Agency on Aging
25 East Boardman Street
Youngstown, OH 44503
(216) 746-2938

OKLAHOMA

Aging Services Division
Department of Human Services
312 North East 28th Street, Zip 73105
P.O. Box 25352
Oklahoma City, OK 73125
(405) 521-2281

Areawide Aging Agency, Inc.
3200 NW 48th Street, Suite 104
Oklahoma City, OK 73112
(405) 942-8500

Tulsa Area Agency on Aging
110 S. Hartford
Tulsa, OK 74120-1820
(918) 596-7688

OREGON
Senior and Disabled Services Division
500 Summer Street, NE., 2nd Floor N.
Salem, OR 97310-1015
(503) 472-6113
Toll Free 1-800-282-8096

Lane Council of Governments
Senior Services Division
1025 Willamette, Suite 200
Eugene, OR 97401
(541) 687-4038

Multnomah County Aging Services Division
421 SW 5th Avenue, 3rd Floor
Portland, OR 97204
(541) 248-3646

Mid-Willamette Valley Senior Services
P.O. Box 12189
Salem, OR 97309
(503) 371-0352

PENNSYLVANIA

Pennsylvania Department of Aging
RCSOB, 7th Floor
400 Market Street
Harrisburg, PA 17101-2301
(717) 783-1550

Lehigh County Area Agency on Aging
P.O. Box 1548
Allentown, PA 18105
(610) 820-3034

Greater Erie Community Action Committee
18 W. Ninth Street
Erie, PA 16501
(814) 459-4581 Ext. 400

Dauphin County Area Agency on Aging
25 S. Front Street
Harrisburg, PA 17101-2025
(717) 255-2790 (accept collect calls)
Toll Free 1-800-801-3070 (In State)

Lancaster County Office of Aging
50 N. Duke Street
P.O. Box 83480
Lancaster, PA 17608-3430
(717) 299-7979

Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, PA 19130-3409
(215) 765-9040

Allegheny County Department of Aging
441 Smithfield Street, 3rd Floor
Pittsburgh, PA 15222
(412) 350-4234

Berks County Area Agency on Aging
County Services Center
633 Court Street
Reading, PA 19601-4303
(610) 478-6500

Lackawanna County Area Agency on Aging
200 Adams Avenue, Suite 300
Scranton, PA 18503
(717) 963-6740

Luzerne/Wyoming Bureau for Aging
111 N. Pennsylvania Boulevard
Wilkes Barre, PA 18701
(717) 822-1158
Toll Free 1-800-252-1512 (In State)

York County Area Agency on Aging
141 W. Market Street
York, PA 17401
(717) 771-9610
Toll Free 1-800-632-9073 (In State)

RHODE ISLAND

Department of Elderly Affairs
160 Pine Street
Providence, RI 02903-3708
(401) 277-2858
Toll Free 1-800-322-2880

SOUTH CAROLINA

South Carolina Commission on Aging
200 Arbor Lake Dr.
Suite 301
Columbia, SC 29223
(803) 737-7500
Toll Free 1-800-868-9095 (In State)

Central Midlands Regional Planning
Council/Area Agency on Aging
236 Stoneridge Drive
Columbia, SC 29210
(803) 771-0887

South Carolina Appalachian Council of Governments -
Area Agency on Aging
50 Grand Avenue
P.O. Box Drawer 6668
Greenville, SC 29606
(803) 242-9733

Trident ElderLink, Inc.
Area Agency on Aging
4500 Leeds Avenue
Suite 210
Charleston, SC 29405
(803) 745-1710

SOUTH DAKOTA

Office of Adult Services and Aging
700 Governors Drive
Pierre, SD 57501-2291
(605) 773-3656

TENNESSEE

Tennessee Commission on Aging
500 Deaderick St.
Andrew Jackson Bldg., 9th Flr.
Nashville, TN 37243-0860
(615) 741-2056

Southeast Area Agency on Aging
Southeast Tennessee Development District
25 Cherokee Boulevard
P.O. Box 4757-0757
Chattanooga, TN 37405
(423) 266-5781

East Tennessee Human Resource Area Agency on
Aging
408 N. Cedar Bluff Road, Suite 150
Knoxville, TN 37923
(423) 691-2551

Delta Area Agency on Aging
125 North Main St.
Memphis, TN 38103-2084
(901) 576-6600

Greater Nashville Area Agency on Aging
501 Union Street, 6th Flr.
Nashville, TN 37219-1705
(615) 862-8828

TEXAS

Department on Aging
1949 IH-35 South
P.O. Box 12786
Austin, TX 78711-3702
(512) 444-2727
Toll Free 1-800-252-9240

West Central Texas Council of Governments
1025 E. North 10th Street, P.O. Box 3195
Abilene, TX 79604
(915) 672-8544

Capital Area Planning Council
Area Agency on Aging
2520 Interstate Highway 35, S., Suite 100
Austin, TX 78704
(512) 443-7653

Panhandle Area Agency on Aging
415 W. 8, P.O. Box 9257
Amarillo, TX 79105-9257
(806) 372-3381
Toll Free 1-800-642-6008

Coastal Bend Area Agency on Aging
2910 Leopard Street, P.O. Box 9909
Corpus Christi, TX 78469
(512) 883-5743
Toll Free 1-800-421-4636 (In State)

Dallas Area Agency on Aging
2121 Main, Suite 500
Dallas, TX 75201-4321
(214) 741-5244

Rio Grande Area Agency on Aging
1100 North Stanton, Suite 610
El Paso, TX 79902
(915) 533-0998
Toll Free 1-800-333-7082

Tarrant County Area Agency on Aging
4200 S. Freeway, Suite 630
Forth Worth, TX 76115
(817) 927-6411

Houston-Harris County Area Agency on Aging
8000 N. Stadium Drive, 3rd Floor
Houston, TX 77054
(713) 794-9001

Houston-Galveston Area Agency on Aging
3555 Timmons Lane, Suite 500
P.O. Box 22777
Houston, TX 77027
(713) 627-3200

S. Plains Association of Governments
1323 58th Street, P.O. Box 3730
Lubbock, TX 79412
(806) 762-8721
Toll Free 1-800-858-1809

Lower Rio Grande Valley Area Agency on Aging
4900 N. 23rd Street
McAllen, TX 78504
(210) 682-1109
Toll Free 1-800-365-6131 (In State)

Alamo Area Agency on Aging
118 Broadway, Suite 400
San Antonio, TX 78205
(210) 222-1845

Bexar County Area Agency on Aging
118 Broadway, Suite 400
San Antonio, TX 78205
(210) 222-1845

Ark-Tex Council of Governments
Area Agency on Aging
911 N. Bishop Rd.
Building A, Centre West
White Village, TX 75501
P.O. Box 5307
Texarkana, TX 75505
(903) 832-8636

Heart of Texas Council of Governments
300 Franklin Avenue
Waco, TX 76701
(817) 752-3240

North Texas Area Agency on Aging
4309 Jacksboro Highway, Suite 200
P.O. Box 5144
Wichita Falls, TX 76307
(817) 322-5281

UTAH

Division of Aging and Adult Services
Department of Human Services
P.O. Box 45500
Salt Lake City, UT 84145-0500
(801) 538-3910

Salt Lake County Aging Services
2001 South State Street, Suite S-1500
Salt Lake City, UT 84190-2300
(801) 468-2480

VERMONT

Department of Aging and Disabilities
103 S. Main Street
Waterbury, VT 05671-2301
(802) 241-2400
Toll Free 1-800-642-5119

VIRGINIA

Virginia Department for the Aging
700 East Franklin Street
10th Floor
Richmond, Virginia 23219-2327
(804) 225-2271
Toll Free 1-800-552-4464

Alexandria Agency on Aging
2525 Mount Vernon Avenue, Unit #5
Alexandria, VA 22301-1159
(703) 838-0920

Arlington Area Agency on Aging
1801 N. George Mason Drive
Arlington, VA 22207-1999
(703) 358-5030

Jefferson Area Board for Aging
2300 Commonwealth Drive
Suite B-1
Charlottesville, VA 22901
(804) 978-3644
Toll Free 1-800-277-5222 (In State)

Rappahannock-Rapidan Area Agency on Aging
401 S. Main Street
Culpeper, VA 22701
(540) 825-3100

Fairfax County Area Agency on Aging
12011 Government Center Parkway
Suite 720
Fairfax, VA 22035-1104
(703) 324-5411
Toll Free 1-800-552-4464 (In State)

Shenandoah Area Agency on Aging
207 Mosby Lane
Front Royal, VA 22630-2611
(540) 635-7141

Loudoun County Area Agency on Aging
751 Miller Drive SE
Suite D2
Leesburg, VA 22075
(703) 777-0257
Toll Free 1-800-552-4464

Prince William Area Agency on Aging
7987 Ashton Avenue
Suite 231
Manassas, VA 22110
(703) 792-6400

Southeastern Virginia Areawide Model Program
7 Koger Executive Center
Suite 100 - York Building
Norfolk, VA 23502-4121
(804) 461-9481

Peninsula Agency on Aging, Inc.
739 Thimble Shoals Boulevard
Suite 1006
Newport News, VA 23606-3562
(804) 873-0541

Capital Area Agency on Aging
24 East Cary Street
Richmond, VA 23219-3796
(804) 343-3000
Toll Free 1-800-989-2286 (In State)

League of Older Americans, Inc.
706 Campbell Avenue, SW.
P.O. Box 14205
Roanoke, VA 24038-4205
(540) 345-0451

WASHINGTON

Aging and Adult Services Administration
Department of Social and Health Services
P.O. Box 45600
Olympia, WA 98504-5600
(360) 493-2500
Toll Free 1-800-422-3263 (In State)

Seattle-King County Division on Aging
618 2nd Avenue
Suite 1020
Seattle, WA 98104-2232
(206) 684-0684
Toll Free 1-800-972-9990 (King County)

Eastern Washington Area Agency on Aging
W 1101 College Avenue, Room 365
Spokane, WA 99201-2096
(509) 458-2509

Pierce County Aging and Long Term Care
8811 S. Tacoma Way
Tacoma, WA 98499-4591
(206) 591-7219
Toll Free 1-800-642-5769 (In State)

Southwest Washington Agency on Aging
7414 NE Hazel Dell Avenue
P.O. Box 425
Vancouver, WA 98666-0425
(360) 694-6577
Toll Free 1-800-752-8899 (In State)

Yakima Indian Area Agency on Aging
P.O. Box 151
Toppenish, WA 98948
(509) 865-5121

WEST VIRGINIA

Commission on Aging
Holly Grove
1900 Kanawha Boulevard, East
Charleston, WV 25305-0160
(304) 558-3317

WVSC Metro Area Agency on Aging
West Virginia State College
Wallace Hall
P.O. Box 518
Institute, WV 25112
(304) 766-3374

Upper Potomac Area Agency on Aging
Airport Road, P.O. Box 869
Petersburg, WV 26847
(304) 257-1221

Appalachian Area Agency on Aging
1612 N. Walker Street, P.O. Box 1432
Princeton, WV 24740
(304) 425-1147

No. thwestern Area Agency on Aging
105 Bridge St. Plaza, P.O. Box 2086
Wheeling, WV 26003
(304) 242-1800
Toll Free 1-800-924-0088

WISCONSIN

Bureau on Aging
Division of Community Services
P.O. Box 7851
Madison, Wisconsin 53707
(608) 266-2536

New Ventures of Wisconsin, Inc.
Area Agency on Agency
3601 Memorial Drive
Madison, WI 53704
(608) 249-6670

Milwaukee County Department on Aging
235 W. Galena Street, Suite 180
Milwaukee, WI 53212-3923
(414) 289-6874

WYOMING

Wyoming Division on Aging
Wyoming Department of Health
Hathaway Building, Room 139
Cheyenne, WY 82002-0480
(307) 777-7986
Toll Free 1-800-442-2766

Appendix B:
State Long-Term Care Ombudsman Offices

ALABAMA
Commission on Aging
RSA Plaza - Suite 470
770 Washington Avenue
Montgomery, AL 36130-1851
(334) 242-5743
Toll Free 1-800-243-5463 (In State)

ALASKA
Office of the LTC Ombudsman
Older Alaskans Commission
3601 C Street, Suite 260
Anchorage, AK 99503-5209
(907) 563-6393
Toll Free 1-800-478-9996 (In State)

ARIZONA
Aging and Adult Administration
1789 West Jefferson, 950A
Phoenix, AZ 85007
(602) 542-4446

ARKANSAS
Division of Aging and Adult Services
P.O. Box 1437, Slot 1417
Little Rock, AR 72203-1437
(501) 682-2441

CALIFORNIA
Department on Aging
1600 K Street
Sacramento, CA 95814
(916) 323-6681
Toll Free 1-800-231-4024

COLORADO
Legal Center Colorado Ombudsman Program
455 Sherman Street, Suite 130
Denver, CO 80203
(303) 722-0300

CONNECTICUT
Elderly Services Division
Department of Social Services
25 Sigourney Street
Hartford, CT 06106
(806) 424-5360

DELAWARE
Division of Aging
1113 Church Avenue
Milford, DE 19963
(302) 422-1386
Toll Free 1-800-223-9074

DISTRICT OF COLUMBIA
Legal Counsel for the Elderly
601 E Street, NW. - 4th Floor, Building A
Washington, DC 20049
(202) 662-4933

FLORIDA
Department of Elder Affairs
501 South Calhoun, Carlton Bldg.
Tallahassee, FL 32399-0001
(904) 488-6190

GEORGIA
Office of Aging
2 Peachtree Street, NE., Suite 18.403
Atlanta, GA 30303
(404) 894-5336

HAWAII
Hawaii Office on Aging
Office of the Governor
250 S. Hotel St., Suite 107
Honolulu, HI 96813
(808) 586-0100

IDAHO
Office on Aging
State House Room 108
Boise, ID 83720
(208) 334-2220

ILLINOIS
Department on Aging
421 East Capitol Avenue
Springfield, IL 62701
(217) 785-3143

INDIANA
Department of Human Services Administration
P.O. Box 7083
Indianapolis, IN 46207-7083
(317) 232-7134
Toll Free 1-800-622-4484

IOWA
Department of Elder Affairs
Clemens Building, 3rd Flr.
200 10th St.
Des Moines, IA 50309
(515) 281-5187

KANSAS
Department on Aging
Docking State Office Building
Room 150
Topeka, KS 66612-1500
(913) 296-4986
Toll Free 1-800-432-3535 (In State)

KENTUCKY
Division for Aging Services
275 East Main Street, 5th Floor W.
Frankfort, KY 40621
(502) 564-6930
Toll Free 1-800-372-2291 (In State)

LOUISIANA
Governor's Office of Elderly Affairs
4550 N. Boulevard - 2nd Floor
Baton Rouge, LA 70806-14013
P.O. Box 80374
Baton Rouge, LA 70898-0374
(504) 925-1700

MAINE
Legal Services for the Elderly
P.O. Box 2723
72 Winthrop St.
Augusta, ME 04338-2723
(207) 623-1797

MARYLAND
Office on Aging
301 West Preston Street, Room 1202
Baltimore, MD 21201
(410) 225-1083

MASSACHUSETTS
Executive Office of Elderly Affairs
1 Ashburton Pl., 5th Flr.
Boston, MA 02108
(617) 727-7750

MICHIGAN
Citizens for Better Care
416 N. Homer Street
Suite 101, Alpha Building
Lansing, MI 48912-4700
(517) 336-6753
Toll Free 1-800-292-7852

MINNESOTA
Office of Ombudsman for Older Minnesotans
444 Lafayette Road
St. Paul, MN 55155-3843
(612) 296-0382
Toll Free 1-800-657-3591

MISSISSIPPI
Council on Aging and Adult Services
750 N. State St.
Jackson, MS 39202
(601) 359-4929

MISSOURI
Division of Aging
Department of Social Services
P.O. Box 1337
Jefferson City, MO 65102
(314) 751-3082

MONTANA
Office on Aging
P.O. Box 4210
Helena, MT 59604
(406) 444-4676
Toll Free 1-800-332-2272

NEBRASKA
Department on Aging
P.O. Box 95044
301 Centennial Mall South
Lincoln, NE 68509-5044
(402) 471-2306

NEVADA
Department of Human Resources
Division for Aging Services
340 North 11th Street, Suite 203
Las Vegas, NV 89101
(702) 486-3545

NEW HAMPSHIRE
Division of Elderly and Adult Services
115 Pleasant Street
Concord, NH 03301-3843
(603) 271-4375
Toll Free 1-800-442-5640 (In State)

NEW JERSEY
Office of the Ombudsman for the Institutionalized
Elderly Dept. Of
Community Affairs
101 S. Broad St.,CN807
Trenton, NJ 08625-0807
(609) 292-8016
Toll Free 1-800-624-4262 (In State)

NEW MEXICO
State Agency on Aging
LaVilla Rivera Building, 4th Floor
228 East Palace Avenue
Santa Fe, NM 87501
(505) 827-7640

NEW YORK
Office for the Aging
Empire State Plaza
Agency Building, #2
Albany, NY 12223-1251
(518) 474-7329

NORTH CAROLINA
Department of Human Resources
Division of Aging - CB-29531
693 Palmer Drive
Raleigh, NC 27626-0531
(919) 733-3983

NORTH DAKOTA
Aging Services Division
Department of Human Services
P.O. Box 7070
Bismarck, ND 58507-7070
(701) 328-2577
Toll Free 1-800-472-2622 (In State)

OHIO
Department of Aging
50 West Broad Street, 9th Floor
Columbus, OH 43215-5928
(614) 466-1221
Toll Free 1-800-282-1206 (In State)

OKLAHOMA
Department of Human Services
Aging Services Division
312 NE 28
Oklahoma City, OK 73105
(405) 521-6734

OREGON
Office of LTC Ombudsman
2475 Lancaster Drive NE, #B-9
Salem, OR 97310
(541) 378-6533
Toll Free 1-800-522-2602 (In State)

PENNSYLVANIA
Department of Aging
Long Term Care Ombudsman
400 Market St., 7th Flr.
Harrisburg, PA 17101-1195
(717) 783-7247

PUERTO RICO
Governor's Office for Elderly Affairs
Call Box 50063 - Old San Juan Station
San Juan, PR 00902
(809) 721-8225

RHODE ISLAND
Department of Elderly Affairs
160 Pine Street
Providence, RI 02903-3708
(401) 277-2858

SOUTH CAROLINA
Office of the Governor
Ombudsman Division
1205 Pendleton Street
308 Brown Building
Columbia, SC 29201
(803) 734-0457

SOUTH DAKOTA
Department of Social Services
Office of Adult Services and Aging
700 Governor's Drive
Pierre, SD 57501-2291
(605) 773-3656

TENNESSEE
Commission on Aging
500 Deaderick St.
Andrew Jackson Bldg., 9th Flr.
Nashville, TN 37243-0860
(615) 741-2056

TEXAS
Department on Aging
P.O. Box 12786, Capitol Station
1949 South IH 35, Third Floor
Austin, TX 78711
(512) 444-2727
Toll Free 1-800-252-2412 (In State)

UTAH
Division of Aging and Adult Services
Department of Human Services
P.O. Box 45500
Salt Lake City, UT 84145-0500
120 North 200 West, Room 401
Salt Lake City, UT 84103
(801) 538-3910

VERMONT
Department of Aging and Disabilities
103 South Main Street
Waterbury, VT 05671-2301
(802) 241-2400
Toll Free 1-800-642-5119 (In State)

VIRGINIA
Department for the Aging
700 Centre 10th Floor
700 E. Franklin Street
Richmond, VA 23219-2327
(804) 225-2271
Toll Free 1-800-552-3402 (In State)

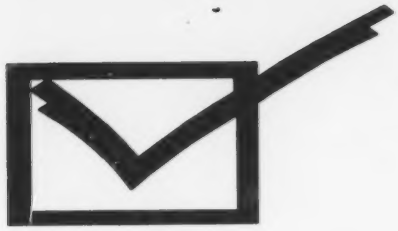
WASHINGTON
State Ombudsman Program
1200 South, 336th Street
Federal Way, WA 98003-7454
(206) 838-6810
Toll Free 1-800-422-1384 (In State)

WEST VIRGINIA
Commission on Aging
State Capitol Complex/Holly Grove
1900 Kanawha Blvd.
Charleston, WV 25305
(304) 558-3317

WISCONSIN
Board on Aging and LTC
214 North Hamilton Street
Madison, WI 53703
(608) 266-8944

WYOMING
Wyoming Senior Citizens, Inc.
P.O. Box 94
756 Gilcrest St.
Wheatland, WY 82201
(307) 322-5553

Appendix C: Nursing Home Tips and Checklist



Keep these suggestions in mind when visiting a nursing home:

- Visit a nursing home more than once and during different times of the day.
- Make an appointment to meet with the administrator or admissions director for your first visit and ask for a guided tour of the facility.
- Make sure that you are given the opportunity to talk to residents and observe conditions in the nursing home by yourself.
- Meet with members of the nursing home family council, which is composed of family members of the facility's residents. If the nursing home doesn't have a family council, ask to speak with family members of residents of the facility.
- Review the facility's fire safety training program.

Nursing Home Checklist

When you visit a nursing home, you should carry this checklist with you. It will help you to compare one facility with another, but remember to compare facilities certified in the same category; for example, a skilled nursing facility with another skilled nursing home. Because nursing homes may be licensed in more than one category, always compare similar types of service among facilities.

Home A _____

Home B _____

Look at Daily Life

		Home A	Home B
1.	Do residents seem to enjoy being with staff?	_____	_____
2.	Are most residents dressed for the season and time of day?	_____	_____
3.	Does staff know the residents by name?	_____	_____
4.	Does staff respond quickly to resident calls for assistance?	_____	_____
5.	Are activities tailored to residents' individual needs and interests?	_____	_____

		Home A	Home B
6.	Are residents involved in a variety of activities?	_____	_____
7.	Does the home serve food attractively?	_____	_____
8.	Does the home consider personal food likes and dislikes in planning meals?	_____	_____
9.	Does the home use care in selecting roommates?	_____	_____
10.	Does the home have a resident's council? If it does, does the council influence decisions about resident life?	_____	_____
11.	Does the home have a family council? If it does, does the council influence decisions about resident life?	_____	_____
12.	Does the facility have contact with community groups, such as pet therapy programs and Scouts?	_____	_____

Look at Care Residents Receive

		Home A	Home B
1.	Do various staff and professional experts participate in evaluating each resident's needs and interests?	_____	_____
2.	Does the resident or his or her family participate in developing the resident's care plan?	_____	_____
3.	Does the home offer programs to restore lost physical functioning (for example, physical, occupational, speech and language therapy)?	_____	_____
4.	Does the home have any special services that meet your needs? For example, special care units for residents with dementia or with respiratory problems?	_____	_____
5.	Does the home have a program to restrict the use of physical restraints?	_____	_____
6.	Is a registered nurse available for nursing staff?	_____	_____

		Home A	Home B
7.	Does the nursing home have an arrangement with a nearby hospital?	_____	_____

Look at How the Nursing Home Handles Payment

		Home A	Home B
1.	Is the facility certified for Medicare?	_____	_____
2.	Is the facility certified for Medicaid?	_____	_____
3.	Is the resident or the resident's family informed when charges are increased?	_____	_____

Look at the Environment

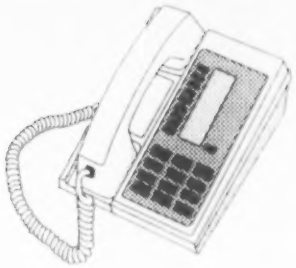
		Home A	Home B
1.	Is the outside of the home clean and in good repair?	_____	_____
2.	Are there outdoor areas accessible for residents to use?	_____	_____
3.	Is the inside of the home clean and in good repair?	_____	_____
4.	Does the home have handrails in hallways and grab bars in bathrooms?	_____	_____
5.	When floors are being cleaned, are warning signs displaced, or are areas blocked off to prevent accidents?	_____	_____
6.	Is the home free from unpleasant odors?	_____	_____
7.	Are toilets convenient to bedrooms?	_____	_____
8.	Do noise levels fit the activities that are going on?	_____	_____
9.	Is it easy for residents in wheelchairs to move around the home?	_____	_____
10.	Is the lighting appropriate for what residents are doing?	_____	_____
11.	Are there private areas for residents to visit with family, visitors, or physicians?	_____	_____

		Home A	Home B
12.	Are residents' bedrooms furnished in a pleasant manner?	_____	_____
13.	Do the residents have some personal items in their bedrooms (for example, family pictures, souvenirs, a chair)?	_____	_____
14.	Do the residents' rooms have accessible storage areas for residents' personal items?	_____	_____

Other Things to Look For

		Home A	Home B
1.	Does the home have a good reputation in the community?	_____	_____
2.	Does the home have a list of references?	_____	_____
3.	Is the home convenient for family or friends to visit?	_____	_____
4.	Does the local ombudsman visit the facility regularly?	_____	_____

Appendix D:
Selecting a Home Health Care Agency



CHECKLIST

Name of Agency: _____

Address: _____

Phone Number: _____

Referral Service: _____

I. Services	yes	no	daily min length of visit	cost per visit	medicare reimbursable yes	medicare reimbursable no	for relative's current condition
Nursing							
Physical Therapy							
Speech Therapy							
Occupational Therapy							
Social Work							
Personal Care (bathing, grooming)							
Chore Services (light housekeeping)							

II. Staffing

Number of Supervisors: _____

Number of Registered Nurses (RN's): _____

Number of Licensed Practical Nurses (LPN's): _____

Number of Home Health Aides: _____

Is certification required for aides? _____

Number of training hours for aides: _____

Number of required in-service training hours: _____

Average length of employment for aides: _____

How often is a supervisory visit made to the home? _____

How are cases supervised by the director of nursing? _____

III. General

	Yes	No
State licensed (if required by State)	____	____
Medicare/Medicaid certified	____	____
Written job description for each position	____	____
List of Board of Directors or Advisory Committee Available	____	____

Agency auspices: hospital based: _____ public: _____
private: _____ other: _____

Geographic area served: _____

IV. Evaluation complete after service has been terminated	very	moderately	not at all
1. How comfortable was your elder with the staff who came to the home?			
2. How informed were you of the treatment plan?			
3. How informed were you of the progress?			
4. How well were your questions answered?			
5. How well were scheduled visits kept?			
6. How well do you feel your elder's physical needs were met?			
7. How willing was the staff to speak with you about your elder's care?			
8. Overall, would you want to call upon this agency again should the need arise? _____ yes, definitely _____ possibly _____ definitely not			

(This checklist was borrowed from The Partnership Group, Inc. and is reprinted here with their permission.)

Appendix E: Federal and National Elder Care Organizations

A number of Federal and national organizations can provide you with information about elder care issues such as housing, health care, and legal matters. Some of those organizations are listed below; however, this is not an exhaustive list. Each organization's mission, address, and telephone number is included. Many of the organizations offer free publications that address numerous aging issues. There may be a charge for some materials. Contact the organizations to obtain a list of available publications.

FEDERAL ORGANIZATIONS

Administration On Aging
U.S. Department of Health and Human Services
330 Independence Avenue, SW.
Washington, DC 20201
(202) 619-0641

The Administration on Aging (AoA) is the focal point and advocacy agency for older persons and their concerns at the Federal level. It develops Federal Government policy and programs and coordinates community services for older people. AoA assists State and Area Agencies on Aging in developing community services to meet the social and human service needs of older persons.

Health Care Financing Administration
7500 Security Boulevard
Baltimore, MD 21244-1850
(410) 786-3000
Medigap Hotline: Toll Free 1-800-638-6833

The Health Care Financing Administration (HCFA) coordinates the Federal Government's participation in Medicare and Medicaid. HCFA also sponsors health care quality assurance programs such as the Medigap Hotline. The Medigap Hotline answers questions about Medigap insurance (health insurance to supplement Medicare). It also takes reports of suspected Medigap and Medicare fraud.

National Institute on Aging
Department of Health and Human Services
Building 31, Room 5C27
31 Center Dr. MSC2292
Bethesda, MD 20892-2292
(301) 496-1752
Publication Service:
Toll Free 1-800-222-2225

The National Institute on Aging (NIA), part of the National Institutes of Health, is the Federal Government's principal agency for conducting and supporting biomedical, social, and behavioral research related to aging processes and the diseases and special problems of older people. The Public Information Office prepares and distributes information about issues of interest to older people.

Social Security Administration
Office of Public Inquiries
6401 Security Boulevard
Baltimore, MD 21235
(410) 965-1234
Information Service:
Toll Free 1-800-772-1213

The Social Security Administration is the Federal Government agency responsible for the Social Security retirement, survivors, and disability insurance program, as well as the Supplemental Security Income program. Social Security Administration offices, which are located in every State, are listed in the telephone directory under "Social Security Administration" or "U.S. Government." A toll free service is also available throughout the Nation.

NATIONAL ORGANIZATIONS

Alzheimer's Association
Suite 1000
919 North Michigan Avenue
Chicago, IL 60611
(312) 335-8700
Information and Referral:
Toll Free 1-800-272-3900

The Alzheimer's Association is a voluntary organization that sponsors public education programs and offers supportive services to patients and families who are coping with Alzheimer's disease (AD). A 24-hour toll free hotline provides information about AD and links families with nearby chapters, which are familiar with community resources and can offer practical suggestions for daily living.

American Association of Homes for the Aging
Suite 500
901 E Street, NW.
Washington, DC 20004-2037
(202) 783-2242

The American Association of Homes for the Aging (AAHA) is the national nonprofit organization representing more than 4,500 not-for-profit nursing homes, continuing care retirement communities, senior housing facilities, and community service agencies for the elderly. AAHA is headquartered in Washington, DC, with regional offices in Albany, Orlando, Chicago, and Denver.

American Association of Retired Persons
601 E Street, NW.
Washington, DC 20049
(202) 434-AARP

The American Association of Retired Persons (AARP) is a nonprofit membership organization of persons 50 and older dedicated to addressing their needs and interests. AARP seeks through education, advocacy, and service to enhance the quality of life for all by helping older persons achieve lives of independence, dignity, and purpose.

Commission on Legal Problems of the Elderly - American Bar Association
740 15th St., NW
Washington, D.C. 20005
(202) 662-8690

Dedicated to assisting senior citizens and their families with health-related legal issues.

Foundation for Hospice and Homecare
513 C Street, NE.
Washington, DC 20002-5809
(202) 547-6586

The Foundation for Hospice and Homecare promotes hospice and home care, establishes responsible standards of care, develops programs that ensure the proper preparation of caregivers, educates the public, and conducts research on aging, health, and social policies.

Health Insurance Association of American
555 13th St., NW
Suite 600-E
Washington, DC 20036-3998
(202) 824-1600
National Insurance Consumer Helpline:
Toll Free 1-800-942-4242

The Health Insurance Association of America offers information to the public about all aspects of health and disability insurance. Through the Helpline, the Association provides information to consumers about a wide range of health insurance issues, including continuation of group health benefits, major medical, Medicare supplements, and long-term care insurance.

Legal Counsel for the Elderly, Inc.
601 E Street, NW.
Suite 4A
Washington, DC 20049
(202) 434-2151

The Legal Counsel for the Elderly, Inc., a nonprofit agency sponsored by the American Association of Retired Persons, is a national support center specializing in the delivery of legal services to older persons.

National Association of Area Agencies on Aging
1112 16th Street, NW.
Suite 100
Washington, DC 20036
(202) 296-8130

The National Association of Area Agencies on Aging (NAAAA) is a private, non-profit association representing 670 Area Agencies on Aging throughout the country. NAAAA's mission is to advocate for the needs of seniors in their communities and to provide technical assistance in the planning of community based services.

National Council on the Aging
409 Third Street, SW.
Suite 200
Washington, DC 20024
(202) 479-1200

The National Council on the Aging, a nonprofit, membership organization for professionals and volunteers, serves as a national resource for information, technical assistance, training, and research relating to the field of aging. Its key goal is to deliver services that enhance or extend independent living.

Older Women's League
666 11th Street, NW.
Suite 700
Washington, DC 20001
(202) 783-6686

The Older Women's League (OWL) is a national membership organization addressing the special concerns of midlife and older women. OWL works to provide mutual support for its members to achieve economic and social equity for its constituents, and to improve the image and status of older women. OWL bridges the gap between the women's groups and organizations representing aging to achieve these goals.

United Seniors Health Cooperative
1331 H Street, NW.
Suite 500
Washington, DC 20005

United Seniors Health Cooperative is a nonprofit organization which helps people understand issues of aging such as good health, health insurance (Medicare, Medicaid, Medigap, and major medical), housing options, and caregiving. It has developed a specialty of counseling people on insurance needs, including long-term care insurance. Write for additional information.

Appendix F:
Elder Care Resources

Unless otherwise stated, you can obtain *one free* copy of each publication listed below by contacting the author and/or organization listed. To order a publication *in bulk*, contact the organization to obtain the cost, if any, for multiple copies.

Community Resources

- *Community Services for Older People Living at Home* (brochure) - American Association of Homes for the Aging - Publication No. CF015

Write: AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

Include the title, publication number, and a self-addressed, business-sized, stamped envelope.

- *All About Hospice: A Consumer's Guide* Foundation for Hospice and Homecare

Write: Foundation for Hospice and Homecare
519 C Street, NW.
Washington, DC 20002-5809

Include a self-addressed, 52 cent stamped envelope.

Financial

- *Understanding Social Security*
- *Retirement*
- *Disability*
- *Survivors*
- *Supplemental Security Income*
- *A Guide For Representative Payees*

Phone: Toll Free 1-800-772-1213 to receive the free Social Security publications listed above.

- *Tax Information for Older Americans* - Publication No. 554
- *Social Security Benefits and Equivalent Railroad Retirement Benefits* - Publication No. 915
- *Credit for the Elderly or the Disabled* - Publication No. 524
- *Tax Information for Survivors, Executors, and Administrators* - Publication No. 559
- *Pension and Annuity Income* - Publication No. 575
- *Child and Dependent Care Expenses* - Publication No. 503
- *Tax Rules for Children and Dependents* - Publication No. 929
- *Tax Counseling for the Elderly Handbook* - Publication No. 1114
- *Guide to Free Tax Services* -Publication No. 910

Phone: Toll Free 1-800-829-3676 to receive a free copy of the IRS tax guides listed above.

- *Women and Money - The Independent Woman's Guide to Financial Security for Life*, by Francis Leonard

Write: OWL
666 11th Street, Suite 700
Washington, DC 20001

Include a check or money order for $12.95.

Health Insurance

- *Medicare*
- *You Should Know About QMB*
- *Medicare: Hospice Benefits*
- *Medicare and Coordinated Care Plans*
- *Medicare: Coverage for Second Surgical Opinion*
- *Medicare Coverage of Kidney Dialysis and Kidney Transplant Services: A Supplement to Your Medicare Handbook*

Call Toll Free 1-800-772-1213 - to receive the *free* Medicare publications listed above.

- *The Medicare 1993 Handbook* Department of Health and Human Services - Publication No. HCFA-10050
- *1993 Guide to Health Insurance for People With Medicare* - Department of Health and Human Services - Publication No. HCFA-02110
- *Medicare and Advance Directives* - A guide to making sure the elder's wishes about the types of medical treatment received are followed and the person designated is allowed to make decisions on the elder's behalf should he or she become physically or mentally unable to communicate those wishes.

Write or Call:
Medicare Publications
Health Care Financing Administration
6325 Security Boulevard
Baltimore, MD 21207
Toll Free 1-800-638-6833
8:00 a.m. - 8:00 p.m.

- *Before You Buy - A Guide to Long-term Care Insurance* - American Association of Retired Persons -Publication No. D12893
- *Medigap: Medicare Supplemental Insurance - A Consumer's Guide* - American Association of Retired Persons - Publication No. D13133

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number for the AARP publications listed above.

Home Care

- *How to Choose a Home Care Agency: A Consumer's Guide and Home Care Bill of Rights* - The National Association for Home Care - Publication No. C005

Write: The National Association for Home Care
519 C Street, NE.
Washington, DC 20024-5809

Include the title, publication number, and a self-addressed, stamped envelope.

- *Staying at Home: A Guide to Long-Term Care and Housing* - American Association of Retired Persons - Publication No. D14986

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *All About Home Care: A Consumer's Guide* - Foundation for Hospice and Homecare

Write: Foundation for Hospice and Homecare
519 C Street, NW.
Washington, DC 20002-5809

Include a self-addressed stamped 52 cent envelope.

Housing

- *Continuing Care Retirement Community: A Guidebook for Consumers* - American Association of Homes for the Aging - Publication No. CF012 - $4.00 per copy (payable by check)
- *The Continuing Care Consumer Brochure: A Life Style Offering Security and Independence* - American Association of Homes for the Aging - Publication No. CF013
- *Living Independently: Housing Choices for Older People* (brochure) American Association of Homes for the Aging - Publication No. CF0154

Write: AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

Include the title and publication number for the three AAHA publications listed above. Include a self-addressed, business-size, stamped envelope for the two brochures.

- *Staying at Home: A Guide to Long-Term Care and Housing* - American Association of Retired Persons - Publication No. D14986

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

Long Distance Caregiving

- *Miles Away and Still Caring: A Guide for Long-Distance Caregivers* - American Association of Retired Persons - Publication No. D12748

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

Long Term Care

- *Care Management: Arranging for Long Term Care* - American Association of Retired Persons - Publication No. D13803
- *Making Wise Decisions for Long Term Care* - American Association of Retired Persons - Publication No. D12435

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

Nursing Homes

- *Nursing Home Life: A Guide for Residents and Families* - American Association of Retired Persons - Publication No. D13063
- AARP Fact Sheets on Nursing Homes:

Title	Publication No.
New Protections of Nursing Home Residents' Rights	D13713
Encountering Problems in Nursing Homes	D13714
Medicaid Discrimination and Consumer Rights	D13715
The Nursing Home Regulatory System	D13716
Long-Term Care Ombudsman Program	D13717

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number for the AARP fact sheets.

- *Choosing a Nursing Home - A Guide to Quality Care* (brochure) - American Association of Homes for the Aging -Publication No. CF015

- *The Nursing Home and You: Partners in Caring for a Relative with Alzheimer's Disease* - American Association of Homes for the Aging - Publication No. CF016 $6.00 per copy (payable by check)

Write: AAHA Publications
901 E Street, NW., Suite 500
Washington, DC 20004-2037

Include the title, publication number and a self-addressed, stamped envelope for the brochure.

- *Guide to Choosing a Nursing Home* Department of Health and Human Services - Publication No. HCFA-02174

Write: Health Care Financing Administration
6325 Security Boulevard
Baltimore, MD 21207

General Overviews

- *Tomorrow's Choices: Preparing Now For Future Legal, Financial, and Health Care Decisions* - American Association of Retired Persons - Publication No. D13479

Write: AARP Fulfillment
601 E Street, NW.
Washington, DC 20049

Include the title and publication number.

- *Resource Directory for Older People*
  National Institute on Aging, Department of Health and Human Services
  Phone: Toll Free 1-800-222-2225

Books on Elder Care

- *Adult Day Care: A Practical Guidebook and Manual,* Lenore Tate and Cynthia Brennan, Haworth Press, 1988
- *Caregiver Support Groups in America,* National Council on the Aging, 1990
- *Housing Options and Services for Older Adults,* Ann Gillespie and Katrinka Smith, Sloan - ABC-CLIO, 1990
- *The 36-hour Day: A Family Guide to Caring for Persons With Alzheimer's Disease, Related Dementing Illnesses, and Memory Loss in Later Life* - Nancy Mace and Peter Rabins, Johns Hopkins University Press, 1991
- *You and Your Aging Parent: the Modern Family's Guide to Emotional, Physical, and Financial Problems* - 3rd Edition Barbara Silverstone and Helen Kandel Hyman, Pantheon Books, 1989

Part III.
WORK AND FAMILY PROGRAMS

Section 1:
OFFICE OF PERSONNEL MANAGEMENT'S (OPM) WORK AND FAMILY PROGRAM CENTER

The Work and Family Program Center (Center) provides leadership in developing work and family policies, practices, guidance, information, and technical assistance to agencies in developing comprehensive family-friendly programs. To help employees with responsibilities for children and elderly relatives, the Center encourages the use of flexible work schedules and sites; leave programs (leave sharing, leave banks, leave for medical conditions and family responsibilities); part-time employment and job sharing; telecommuting; Employee Assistance Programs; on-site child development centers; and information and referral services. The Center works with the General Service Administration's (GSA) Office of Workplace Initiatives to provide information about Federal child care center programs and telecommuting.

On July 11, 1994, President Clinton issued a memorandum challenging Federal agencies to create a "family-friendly" model workplace by expanding work arrangements, including job sharing and part-time employment, alternative work schedules and telecommuting. On June 21, 1996, President Clinton reaffirmed his strong commitment to help families in the Federal workplace by issuing another memorandum to executive departments and agencies directing them to review their family-friendly programs, expand such programs to the extent feasible, and report on their progress. Both memoranda direct OPM to work with agencies to create a family friendly work place culture. To help agencies, managers, and employees balance work and personal life demands, the Center offers the following resources/programs, workshops and publications.

Resources/Programs

- **Work and Family Speakers Bureau** - The Bureau lists speakers, who at no cost, can address topics such as Alzheimer's disease and related disorders, dependent care resource and referral services, child and adult day care centers, child care financial assistance, long-term care for older people, single parenting, medicare and medicaid, latchkey children, selecting quality day care, child safety, etc. The list is an excellent source for identifying lunch-time, panel, and keynote speakers on work and family program topics.

- **Award for Outstanding Work and Family Programs** - The OPM Director's Award recognizes those Federal organizations that are providing innovative and effective work and family programs. It is intended to encourage the establishment and improvement of effective work and family programs throughout the Government and to publicize exemplary work and family programs as models for other Federal agencies.

- **Interagency Adult Dependent Care Working Group** - This group promotes and provides awareness of Federal elder care programs and activities that help employees care for an older relative or friend. The working group meets bi-monthly to exchange ideas, share information, and hear guest presentations on elder care issues. Information and knowledge presented at these meetings can be replicated by agencies to address and incorporate elder care programs and activities for their employees.

- **Child Support Enforcement Activities** - The Center and the Department of Health and Human Services (HHS) Office of Child Support Enforcement (OSCE) conduct seminars, distribute child support information kits, and promote awareness of issues and resources to help Federally-employed custodial parents who are having difficulty collecting child support payments and to ensure that Federal employees meet their child support responsibilities. The Center and OCSE work collaboratively in support of Executive Order 12953 (February 1995) which calls for the Federal Government to become a model employer in the enforcement of child support.

- **Work and Family Clearinghouse** - The Clearinghouse contains current work and family research studies, examples of work and family programs and survey instruments, and child and elder care resource and referral information. Agencies may phone or visit the Center to obtain information from the Clearinghouse.

Workshops

- **Balancing Work and Family Lives** - This workshop provides a general overview of such programs as alternative work schedules , leave, telecommuting, part-time employment and job sharing, and various child and elder care resources that help employers understand the changing workforce demographics and the need for work and family programs.

- **Working -at-Home or at an Alternative Work-site** - This workshop gives an overview of Federal telecommuting initiatives, benefits, pitfalls, and tools available to help build and support agency programs.

Publications

- ***A Study of the Work and Family Needs of the Federal Workforce*** (April 1992) - A report to the U.S. Congress that assesses the use of work and family flexibilities and discusses measurements and recommendations to increase the effectiveness of work and family programs.

- ***The Work and Family Kit*** * (March 1995) - The Kit is a comprehensive tool that provides agencies and employees with resource information and guidance on family-friendly programs, practices, policies and cost-neutral measures to help employees balance work and family needs. The *Kit* outlines the key components of a successful agency work and family program and gives specific "how-to" guidance that agencies might undertake to get programs such as alternative work schedules, part-time employment, job sharing, telecommuting, leave programs and child and elder care resources and referral information off and running.

- ***The Handbook of Child and Elder Care Resources*** * - The Handbook provides employees, managers, and employee assistance program counselors with information about organizations and agencies across the country that can help employees with their dependent care needs. The Handbook also includes sections on child care, elder care, and personnel flexibilities that can help employees balance work and family demands.

- ***Balancing Work and Family Demands: The Federal Response - A Report to the President**** (January 1995) - A report to the President on the progress made to help all employees meet their work and family responsibilities. The report was in response to the President's July 1, 1994 directive to expand family-friendly work arrangements and the U.S. Department of Labor "Working Women Count" Survey.

- ***Balancing Work and Family Demands Through Telecommuting**** (September 1995) - The booklet outlines the key elements that agencies, managers, and employees need to consider when establishing and/or participating in a telecommuting program. Some topics covered include: reasons that agencies offer telecommuting; the basic components of a telecommuting program, and personnel policies and issues that apply to telecommuting employees. The booklet also provides a list of resources, a sample agreement between an agency and a telecommuter, and answers to frequently asked questions about telecommuting.

- ***Balancing Work and Family Demands Through Part-Time Employment and Job Sharing**** (September 1995) - The booklet outlines and provides tips on how to successfully manage and/or participate in part-time employment and job sharing. Some topics covered include: defining part-time employment and job-sharing; benefits for permanent part-time employees such as leave, retirement, health and life insurance; and how a reduced schedule affects personnel issues such as pay, adverse actions/grievances, service credit and reduction in force.

- ***Work and Family Personnel Flexibilities Fact Sheets*** - A series of fact sheets are available on topics, such as Alternative Work Schedules (AWS), Federal Employees Family-Friendly Leave Act and Sick Leave Recredit, Leave for Adoption and Bone-Marrow or Organ Donation, Family and Medical Leave Act (FMLA), Federal Leave Sharing Programs, Telecommuting, Part-time Employment and Job Sharing, and OPM's Work and Family Program Center and Publications. These fact sheets are available at the Center or through OPM's *FedFax* document information system. *FedFax* is an on-line system available 24 hours a day, 7 days a week service that provides information to callers instantly by using a touch-tone telephone or fax machine handset and dialing any one of the numbers listed below which is nearest to you.

  Atlanta, GA (404) 331-5267 Detroit, MI (313) 226-2593 Washington, DC (202) 606-2600
  Denver, CO (303) 969-7764 San Francisco, CA (415) 744-7002

- ***How to Do a Fair - A Guide to Successfully Putting on a Child or Elder Care Fair*** - The Guide provides step-by-step instructions, including sample letters and forms, to assist agencies in conducting a successful child and/or elder care fair.

- ***Personnel Research Bibliography on Workplace Practices and Programs*** (July 1996) - This bibliography presents public and private research on work place practices and programs that include alternative/flexible work schedule arrangements, telecommuting/flexiplace, and job sharing.

Publications that have an asterisk (*) are available on OPM's ONLINE computer bulletin board at (202) 606-4800. To use the bulletin board, you need a computer, communication software, a modem, and a telephone line. These publications will be listed under the Work and Family/Flexiplace Forum. Agencies may also obtain copies of any Work and Family publication on computer disk in WordPerfect format by sending a blank diskette and postage-paid, self-addressed envelop to:

OPM Work and Family Program Center
Theodore Roosevelt Building
1900 E Street, N.W., Room 7315
Washington, D.C. 20415-0001

For further information, contact the Office of Personnel Management, Work and Family Program Center at (202) 606-5520.

SECTION 2: PERSONNEL FLEXIBILITIES

The Federal Government offers its employees many personnel flexibilities that can help in balancing work and family responsibilities. The list below contains a short description of these Federal personnel programs. For further information about these programs, contact your agency's personnel office. Agency personnel offices will also be able to tell you about other programs offered at your workplace.

Flexible and Compressed Work Schedules

Flexible and compressed work schedules allow Federal employees to adjust their work schedules to accommodate changing family needs. Flexible work schedules give employees considerable leeway in setting arrival and departure times at work, provided that they are present during a fixed "core time" and their schedule is not disruptive to supervisors and co-workers. Under a compressed work schedule, employees can complete their 80-hour biweekly work requirements in less than 10 workdays. For example, they may work eight 10-hour days and have two days off per pay period. Flexible and compressed work schedules are established on an agency-by-agency basis. (See 5 U.S.C. 6120 - 6133; 5 CFR part 610, subpart D.)

Family-Friendly Leave Policies

Federal leave policies can work together to help you manage your work and family responsibilities. Here are some examples of how employees may use leave when facing a personal, medical, or family emergency.

Annual Leave

Annual leave is designed to provide vacation periods for rest and relaxation and time off for your personal business or family needs. Annual leave must be scheduled and approved in advance to the extent possible.

Sick Leave

Sick leave may be used when you--

- Receive medical, dental, or optical examination or treatment;
- Are incapacitated by physical or mental illness, injury, pregnancy, or childbirth;
- Would, because of exposure to a communicable disease, jeopardize the health of others while on the job; or
- Must be absent from work for adoption-related activities.

In addition, you may use a limited amount of sick leave to--

- Provide care for a family member who is incapacitated as the result of physical or mental illness, injury, pregnancy, childbirth, or medical, dental, or optical examination or treatment; or
- Make arrangements necessitated by the death of a family member or attend the funeral of a family member.

A full-time employee may use up to 40-hours (5 days) of sick leave each leave year for family care and bereavement purposes. An additional 64-hours (8 days) may be used as long as at least 80-hours of sick leave is maintained in the employee's sick leave account. Part-time employees and employees with uncommon tours of duty are also covered, and the amount of sick leave they may use for these purposes is prorated.

Family and Medical Leave

Under the Family and Medical Leave Act of 1993 (FMLA), covered employees are entitled to a total of 12 administrative workweeks of unpaid leave (leave without pay) during any 12-month period for--

- The birth of a son or daughter and care for a newborn (within 1 year after the birth);
- The placement of a son or daughter with an employee for adoption or foster care (within 1 year after placement);
- The care for a spouse, son, daughter, or parent of the employee with a serious health condition; and

- Your own serious health condition that makes you unable to perform the functions of your position.

Upon return from FMLA leave, you must be returned to the same or equivalent position. While on FMLA leave, you are entitled to maintain health benefits coverage. If on leave without pay under the FMLA, you are responsible for paying the employee share of the health benefits premium.

You may choose to substitute annual leave for unpaid leave under the FMLA. You may also substitute sick leave in those situations in which the use of sick leave is permitted.

Leave for Bone-Marrow or Organ Donation

As a Federal employee, you are entitled to use seven days of paid leave each calendar year (in addition to annual or sick leave) to serve as a bone-marrow or organ donor.

Leave Sharing

If you have a medical emergency and have exhausted your own leave, the leave transfer program allows other Federal employees to donate annual leave to you. There may also be a leave bank program where you work. These bank programs allow members (those who contribute a specific amount) to apply for leave from the leave bank in the event of a medical emergency.

(For these leave policies, see 5 U.S.C. 6307-6387; 5 CFR part 630, subparts D-E, I-J, and L.)

Part-time Employment and Job Sharing

Part-time employment is the answer for many employees who are successfully balancing work and family responsibilities. Nearly 50,000 permanent Federal employees are working part-time in agencies across the country. Job sharing, a relatively new idea, is steadily gaining ground. (When two part-time employees fill one full-time position, the employees are job sharing.) Each Federal agency determines where part-time or shared jobs are appropriate, and what work schedules will be set. Full-time employees at any grade level may request a shift to a part-time schedule. (See OPM's booklet, *Balancing Work and Family Demands through Part-time Employment and Job Sharing*, OLRWP-16, and 5 U.S.C. 3401 - 3408; 5 CFR part 340, subparts A and B.)

Telecommuting

Telecommuting permits Federal employees to work-at-home or at other approved sites away from their offices for all or part of the workweek. This program assists employees who need flexibility in work scheduling and commuting. For example, flexiplace assignments can benefit an employee coordinating dependent care responsibilities, a handicap making it difficult to travel, or a long commute from home to the conventional office. (See OPM's booklet, *Balancing Work and Family Demands through Telecommuting*, OLRWP-15.)

Employee Assistance Programs

Employee Assistance Programs (EAP's) are ideally suited to assist employees with dependent care problems and other marital, family, legal, financial, substance abuse, and emotional difficulties. EAP's, available to all Federal employees, provide confidential counseling and referral services to employees and, where feasible, family members. EAP's also play a key role in educating the workforce on a variety of health and assistance topics, such as substance abuse, AIDS, money management, parenting, and emotional or psychiatric illness.

ISBN 0-16-049023-5

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